

**EXPRESSION OF INTEREST (EOI) FOR  
INTEGRATED HOSTEL AND MESS MANAGEMENT SERVICES  
AT CENTRAL UNIVERSITY OF TAMIL NADU, THIRUVARUR**

**Tender No.2022-23/18**

**Date of Issue: 08.10.2022**

**Date of closing: 27.10.2022**



**Central University of Tamil Nadu**

Neelakudi Campus

**EXPRESSION OF INTEREST (EOI)  
INTEGRATED HOSTEL AND MESS MANAGEMENT SERVICES**

**1. Introduction**

Central University of Tamil Nadu is desirous to have **Integrated Hostel and Mess Management Services** for the smooth and quality operations of hostel and mess across it 6 hostels (2 new buildings having capacity of 300 beds each are on the verge of completion) having a capacity of almost 1600 students. For this purpose Central University of Tamil Nadu intends to appoint an innovative and visionary integrating management services vendor for the “Integrated Hostel and Mess Management services at CUTN”.

Date of Issue/Publishing	08.10.2022
Document Download/Sale Start Date	08.10.2022
Document Download/Sale End Date	27.10.2022
Last Date and Time for Submission of EOI	27.10.2022 upto 15.00 Hours
Date of Time of Opening of EOI	28.10.2022 at 11.30 Hours
Pre-bid meeting	18.10.2022 at 11.30 Hours Venue: Administrative Building, CUTN
EMD (Fixed Value)	Earnest Money Deposit (EMD) to be submitted in the form of Demand Draft for Rs.2,00,000/- (Rupees Two Lakh Only) issued by the Nationalized Bank/ Scheduled Private bank drawn in favour of “Central University of Tamil Nadu” payable at Thiruvarur.  However, EMD is exempted for NSIC, MSME and SSI Bidders subject to production of valid documents. Failing which the tender will be rejected.
Performance Security	The successful bidder should provide a performance security of 3% of the Contract Value within seven days of the receipt contract in the form of Demand Draft or Bank Guarantee. If Bank Guarantee means it should be from Nationalized Bank/ Scheduled/ Private Bank approved by RBI, GOI and it should be kept valid for a period of 60 days beyond the date of completion of service
No. of Covers (1/2/3/4)	01
Address for submission of EOI	The Registrar, Central University of Tamil Nadu, Neelakudi campus, Thiruvarur, Tamil Nadu - 610 005.
Email Address	purchase@cutn.ac.in

**Hostel and Beds count details (approximate)**

<b>Hostel type</b>	<b>No. of beds (basis Double Occupancy only)</b>
Old Boys New Hostel	200
New Boys Hostel	300
Upcoming Boys Hostel	300
Old Girls New Hostel	200
New Girls Hostel	300
Upcoming Girls Hostel	300
<b>GRAND TOTAL</b>	<b>1600</b>

**Brief Scope of work:**

The Integrated Hostel and Mess Management Services must be applicable for 1600 users. This work primarily includes **Hostel operations: Hostel safety and Security, Hostel Housekeeping, Care-taking operations, Mess Services, Minor Repairs and Maintenance of Mess/ Canteen. The Contractor will be responsible for clearing blockages of the Hostels and mess and maintain hygiene. They are also responsible for Waste Management related to Hostels and Mess. The University reserves the right to hand over the service in full for all the hostels or in part.**

**2. Eligibility criteria**

The bidder must be a reputed and experienced Integrated Hostel and Mess Management Service Provider, i.e.

- (1) The bidder or its parent organization should have at least 05 years' experience in carrying out similar works i.e., hospitality and dining services (Hostel/ Guest Houses/Hotels).
- (2) The bidder or its parent organizations should have average turnover of Rs. 10 (Ten) crore during the last five years.;
- (3) The bidder or its parents organization should not have been blacklisted by any central Govt./State Govt./PSU/Govt. bodies.
- (4) The bidder must be registered with Commercial Tax Department, having valid GSTIN number;
- (5) The Bidder shall furnish, as part of its bid, an EMD of Rs.2,00,000/- by Demand Draft drawn in favour of Central University of Tamil Nadu payable at Thiruvavur.

**3. Selection Process:**

The selection is two stages evaluation process based on the QCBS (Quality and Cost Cased Selection) having 70% weight age for technical bid and 30% based for financial bid.

**3.1. First Stage: The evaluation of technical bid:**

- (1) The technical bid will be opened first. The evaluation of the technical bid will be based on the following compliance categories. The maximum marks for each category is indicated. **The minimum qualifying marks will be 60% in each of the section.** Technical qualification will be on the basis of minimum qualifier followed by online technical presentation.

For evaluation.

	<b>Compliance Categories</b>	<b>Maximum Score</b>
A.	Vendor Operational Experience	100
B.	Mess and Value-Added Services	40
C.	Hostels Housekeeping	20
D.	Hostels Safety and Security	20
E.	Design and Beautification of Hostels	50
F.	Technology Driven Efficient and Transparent hostel/ Operations	50
G.	Implementation and Work Plan	20
	<b>Total</b>	<b>300</b>

**A. Vendor Operational Experience (Maximum Score: 100)**

S. No.	Criteria	Maximum Score	Additional Details and Supplementary Evidence
1.	The bidder or its parent organization should be in the business of providing all aspects of hospitality services (F&B, Housekeeping, Facilities management, Safety and Security)	20	Experience $\geq$ 5 years-10 points Experience $\geq$ 7 years- 20 points
2.	The bidder or its parent organization average turnover during last five financial years	20	$\geq$ INR-400 crore – 10 points $\geq$ INR-600 crore –15 points $\geq$ INR-800 crore – 30 points
3.	The bidder should have experience in managing integrated services (comprising of Mess, Security and Housekeeping in a single contract) minimum 3 public and/or private institutes with total 3000 beds and more	60	$\geq$ 1 institutes – 10 points $\geq$ 3 institutes – 30 points $\geq$ 5 institutes – 60 points

**B. Mess and Value-Aided Services (Maximum Score: 40):**

Applicant vendors are instructed to attach a detailed document covering the following technical requirement for mess operation. (Please refer the mess menu and specific term and conditions for mess operation as given at point no. 6)

S. No.	Criteria	Max Marks
01	Please attach of Mess Operation/SOP/Working Plan Methodology from food preparation to disposal ( <b>To ensure quality food, mess hygiene, sensible waste management</b> )	5
02	Please attach details of different types of Mess audits you will undertake to ensure the safety and hygiene guidelines are being followed in the mess dining hall and kitchen.	5
03	Please provide your plan for implementing Value Added Services such as <ul style="list-style-type: none"> <li>• Day and Night Canteen</li> </ul>	20
04	Vendor is expected to implement a digital mess attendance system to ensure there is no leakage against (perpetrators and trespassers) and to ensure proper accounting of food consumed.	10

**C. Hostel Housekeeping (Maximum Marks: 20)**

S. No.	Criteria based on Presentation	Max Marks
01	Please provide Housekeeping Standard Operating Procedures (SOP) that explicitly cover standards to be maintained for: <ol style="list-style-type: none"> <li>1. Corridors, Stairways and Lobbies</li> <li>2. Common Washrooms</li> <li>3. Dining and Mess Area</li> <li>4. Common room and Recreation Area</li> </ol> <p>Please specify cleaning frequency for each of these cleaning areas and use of housekeeping automation to drive efficiency.</p>	5

02	Please provide Key Performance Indicators (KPIs) that you will monitor for Housekeeping including corrective actions that will be taken when KPI's are not met.	5
03	Please provide details of any Support and Complaint Resolution System <b>(To ensure good service throughout the year)</b> to address student complaints.	5
04	Please provide a detailed scope/checklist of Repair and Maintenance items that you will cover as part of the housekeeping facilities management.	5

**D. Safety and Security (Maximum Marks: 20)**

<b>S. No.</b>	<b>Criteria based on Presentation</b>	<b>Max Marks</b>
01	Please attach safety and security SOP (standard Operating Procedure) for the safety and security of the students at boys' and girls' hostel respectively	10
02	Please provide Key Performance Indicators (KPIs) that you will monitor for Safety and Security of student and hostels, including corrective actions that will be taken when KPI's are not met.	5
04	Please provide a man-power plan (clearly stating the number of security staff deployed) for meeting the Institute Service Level Agreements on Security.	5

**E. Technology Driven Efficient and Transparent hostel Operations (Maximum Marks: 50)**

<b>S. No.</b>	<b>Criteria</b>	<b>Max Marks</b>
01	Please provide SOPs and KPIs for all the technology services that you will provide for efficient and transparent hostel operations, mess management and safety and security operations	25
02	Please provide a detailed workflow of how students and institutions can raise service tickets for repair and complaints and resolution mechanism.  Please provide samples of any management/KPI reports that will be shared with the administration to track progress on a weekly and monthly basis.	25

**F. Implementation and Work Plan (Maximum Marks:20)**

<b>S. No.</b>	<b>Criteria based on presentation</b>	<b>Max Marks</b>
01	Please provide detailed project plan (e.g., Gantt chart) describing all the activities that will be undertaken, from project kick-off to making the project operational.	10
02	Please provide a detailed Organization Chart listing all the man-power roles and their reporting structures.	10

**3.2. Stage 2: Inviting of Financial Bids and Final Evaluation**

- (1) The Financial bid of those bidders who will be shortlisted after site inspection and Technical evaluation shall be invited..
- (2) The lowest price bid will be awarded as 100 marks in the evaluation of financial proposal; other bidders will get the marks in reverse proportion to their price bid proportional to the lowest price bid.  
e.g.  
The lowest price bid of vendor P = INR X  
The price bid of vendor Q = INR Y  
The Score of vendor P in financial proposal = 100  
The score of vendor Q in financial Proposal =  $100 * X/Y$
- (3) The total score will be computed on the basis of QCBS (70% weightage to technical bid score and 30% weightage to financial bid score).
- (4) The work will be awarded to the highest scorer bidder.

**4. Earnest Money Deposit (EMD)**

- 4.1. The Bidder shall furnish, as part of its bid, an EMD of Rs.2,00,000/- (Rupees Two Lakh Only) by Demand draft drawn in favour of Central University of Tamil Nadu payable at Thiruvarur.
- 4.2. The firms who are registered with National Small Industries Corporation (NSIC) / or Small Scale Industrial (SSI)/ Micro & Small Enterprises (MSEs) are exempted to furnishing the EMD. Self-attested photocopy of valid registration certificate issued by competent authority for similar services must be enclosed with the technical bid.
- 4.3. Any bid not accompanied with the EMD shall be rejected by the Purchaser as nonresponsive.

**5. General Terms & Conditions:**

- i) A complete set of tender forms will be returned after duly filled in with signature on all pages; additional sheets, if required, may be attached duly signed.
  - If the Supplier, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
  - For the purpose of this Clause:
  - “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
  - “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Tendered (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;”
  - In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner, as it deems
  - This University shall not be the party in case of any dispute that takes place between the vendor and his employees.
  - Dispute, if any, shall be subject to the jurisdiction of Court at Thiruvarur only.

Appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

## 6. Mess Operation:

6.1. **Mess Menu: The menu for breakfast, lunch, dinner and evening tea and snack is as follows.**

### Sample Menu

Days	Breakfast	Lunch	Dinner
<b>Mon</b>	Idly, Medhuvadai, Samber, Chutney, Tea Coffee, Milk	Chappathi, Rajma Curry, Plain Rice, Rasam, Pickle, Pappad, More Kuzhambu, Potato Poriyal	Chappathi, Channa Masala, Veg fried Rice, Totato Sauce, Pickle, Coffee, Milk
<b>Tues</b>	Poori, Aloo Masala, Tea, Coffee, Milk	Chappathi, Soya Masala, Plain Rice, Rasam, Pickle, Pappad, Mixed veg samber, Butter Milk, Cabbage Poriyal	Channa Pulow, Dal fry, Chappathi, GulobJamoon, Coffee, Milk
<b>Wed</b>	KalDosa (or) Pongal Samber, Chutney, Vada, Tea, Coffee, Milk	Chappathi, Yellow Dal, Plain Rice, Rasam, Pickle, Pappad, Karakuzhambu, Butter Milk, Ladies Finger Poriyal	Chappathi, Aloo Peas Masala, Jeera Rice, Coffee, Milk, NV: Egg Masala Veg: Finger Fry
<b>Thurs</b>	Aloo Paratha, Curd, Pickle, Pudina Chutney, Tea, coffee, milk	Chappathi, Green gram dal, Plain rice, rasam, Pickle, Papped, Drumstick Samber, Butter Milk, KeeraiPorial	Idly, Samber, chutney, Plain rice, Rasam, Pickle, Fruits, Coffee, Milk
<b>Fri</b>	Chole Bhatura, Channa Masala, Tea, Coffee, Milk, Kesari	Chappathi, DhallMakhania, Tomato rice, Potato Poriyal, Papped, Pickle	Chappathi, Veg Kofta Curry, Samber Rice, Curd Rice, Pickle, Coffee, Milk
<b>Sat</b>	Masala Dosa, Samber, Chutney, Tea, Coffee, Milk	Chappathi, Navratna Dal Khurma, Plain Rice, Rasam, Papped, Pickle, Radhishsamber, Butter milk, Snacke guard Poriyal.	Chappathi, Veg Pulow, Dal fry, Mixed Raitha, Pickle, Coffee, Milk
<b>Sun</b>	Uppuma, Chutney, Bread, Butter& jam, Tea, Coffee, Milk	Chappathi, Veg Khurma, Veg Briyani, NV: Chicken Curry, Veg: Gobi Manchurian, Ice Cream (50ml Cup	Chappathi, Green Peas masala, Plain Rice, Rasam, pickle, coffee, milk.

### Additional items on extra payment basis:

These may include fried rice, halwa (carrot, suji, dal), Ras Malai etc. Additional items on extra-payment may be made available with prior approval after mutually consulting the Dean of Students/Warden/Mess Committee along with their rates.

### **Note on the Menu:**

1. Variety and culture must be ensured in meal.
2. No dal must be served more than twice during a week.
3. Same Vegetable must not be served more than twice during a week.
4. The content of potato must not be more than 25% except when potato vegetable is identified in menu.
5. The detailed daily meal-wise menu specifying the dals and vegetables to be served will be identified in the beginning of each month by the students mess Committee in consultation with the contractor.

It will be mandatory for the contractor to serve this or a similar menu. In case of any difficulty in the same, Mess Committee must be informed well in the time.

6. The contractor will be required to provide khichri or any other suitable item including boiled vegetables etc. for sick resident(s) in lieu of the regular meal.
7. For residents Observing fasts the contractor will provide the substitute item in lieu of the regular meal after a minimum number of 15 resident ask for the substitute meal.
8. Certain branded items like cold drinks, biscuits, chocolates, chips etc. may be stocked by the contractor and sold to the residents at the normal market price on payment by cash or coupon during breakfast, lunch, tea time and dinner.

**Quality of Ingredients and other items:** The ingredients used must be FSSAI approved and should have atleast 1 month time to expiry date.

**#Timings :**The following timings will be followed: (or as decided by CUTN)

**Breakfast :**7:15 AM to 9:30 AM on weekdays (8:00 AM to 10:00 AM on Sat, Sun and Institute Holidays)

**Lunch :**12:00 Noon to 2:00 PM (We may go for 12:30 to 2:30 PM to avail for those attending classes from 1 to 2PM on weekdays) (8:00 AM to 10:00 AM on Sat, Sun and Institute Holidays)

**Dinner :**7:30 PM to 9:30 PM on all days

# The above schedule is subject to change by the order of Chief Warden/Dean of Students Welfare.

**Day Canteen:** The contractor can run a Day canteen from 10.30 a.m. to 10.30 p.m. every day.

## **6.2 Specific term and conditions for Mess Operation:**

- The vendor would provide breakfast, lunch, evening tea with snacks and dinner. Each of these will have certain items mandatory for the contractor to provide as a part of the basic menu. Besides these, certain other items will be available on extra-messing. The mandatory items are as listed in the detailed menu attached herewith.
- The vendor will assign a dedicated on site F&B Manager.
- The specific vegetables and dals to be served for each meal will be decided by the Hostel Mess Committee in mutual consultation with the contractor at the beginning of each week. Also Mess Committee and contractor will jointly identify the extra items, which can be made available on each day of a week.
- Vegetarian and Non-Vegetarian food must be cooked and served separately
- If a resident has not signed up for a given meal, he can take the meal on payment basis, if so desired.
- Rebate for maximum 15 days (minimum 3 days at a stretch) in a semester excluding semester break on account of whole meal or part thereof i.e. breakfast, lunch, dinner will be available to the students only if the concerned students informs the Supervisor through the Hostel Caretaker minimum 03 (three) days in advance.
- For extra items, the number of residents interested in the extra items will be identified a day before. Only if the number of residents interested in the items is more than 20, the same will be made available by the vendor.
- In the breakfast, certain items identified in the list of extra items may be provided in addition to the regular menu of bread etc. Such items will be identified a priori after mutual consultation between Hostel Mess Committee and the vendor.
- The vendor on cash payment will issue coupons to the residents for buying the extra items who can use these coupons in cash. They may make payment as well.
- Only residents of the hostel, faculty and staff and authorized guests will be allowed to dine in the mess. The residents can pay for the meal of their guests, who are now staying in the hostel,



will have to also pay to the hostel for their boarding and lodging and they can dine in the mess after a meal card is issued to them. The vendor should let them have the meal after checking the meal card. The payment to the vendor for these guests will be made by the hostel after the bills are raised by the vendors.

- For each of the meals or extra items, it will be mandatory for the contractor to serve the items of a fixed weight/size at a price decided by mutually consulting with Coordinator of **CUTN**
- All items will be cooked in the kitchen of the hostel. No cooked item, except some snacks identified beforehand, will be brought from outside.
- On special occasions, the menu will be identified by the Hostel Mess Committee and the rates for the same will be approved by the Coordinator, **CUTN BEFORE** the actual event.

The payment for the special meal will be made as per the approved rates after deducting the rates of the corresponding regular meal

- One supervisor must always be present during breakfast, lunch, and dinner time. It is desirable that the same supervisor continues at least for one semester. In case of any change, the Hostel Warden should be informed.

### **Infrastructure:**

- The vendor shall bring their kitchen equipment, utensils and other necessary equipment for smooth functioning of the Dining as per standard.
- The vendor will ensure that cleaning of kitchen equipment, food premises are done as per the cleaning scheduled & cleaning program.
- The vendor will ensure that there is a pest control program available & pest control activities are carried out by trained and experienced personnel. Check for records.
- The vendor will ensure that Food handlers are equipped with suitable clothes e.g. aprons, gloves, headgear, etc.; wherever necessary.
- The vendor will ensure no meat & vegetables older than 3 days are used for cooking and should strictly adhere to FIFO for ingredients and raw material management.
- Weekly cleaning of kitchen should be ensured by the vendor including of cleaning of trapped grease and oil in exhaust fans/ducts, cooking areas and wall corners.
- The vendor has to pay electricity of mess kitchen on actual consumption as per CUTN Tariff & rules. The license fees of the mess premise is Rs. 5000/- (Rupees Five Thousand Only) per month. The vendor has to pay charges of water consumption/capita in restaurant/hotel as per the standard norms.
- Procurement and payment of LPG will be the responsibility of the vendor.
- All equipment brought by the vendor into the hostel premises must be registered with the CUTN's Caretaker/Manager.
- The vendor will be responsible for the cleaning of the kitchen and the dining area, including the wash basins the dustbins for maintaining proper hygienic and disposal of the waste.

- The vendor will also provide soap cake for the wash basin.
- The vendor should procure all licenses etc. before starting the mess.

**Employees:**

- The vendor will provide uniforms to His/her employees employed in the dining hall at his own cost and will be not be borne by the institute. The uniforms should be clean and in presentable condition at all times.
- Also vendor should provide ID card to all employees and supporting documents should be submitted to SW office for record.
- The vendor and their employees shall obtain medical certificate of their fitness from MBBS Doctor/registered Medical Practitioner. The employee should be free from any contagious diseases. Also, when called upon by the institute, subject themselves to medical examination by the medical consultant of the institute.
- The vendor will have to register all his employees who will be working in the hostel premises along with a copy of their photograph, residential details for clearance by the security.
- No person below 18 years of age will be employed by the vendor.

**6.3 Disposal of Waste Food**

- The vendor will take the responsibility for necessary waste segregation and be complaint with all the relevant government standards of waste management.
- The vendor will maintain substantial inventory of dustbin bags, cleaning equipment and chemicals for at least 2 cycles of deep cleaning and 2 weeks of daily cleaning.
- Daily and weekly food assessment should be provided and shared with the mess committees to reduce wastage of food.

**7. Hostel housekeeping operation:**

The hostel housekeeping operation presume the following

- i. The vendor will provide a dedicated on-site Housekeeping Supervisor. The supervisor shall be deputed to have overall cleaning of the premises done satisfactorily and proper usage of material shall be monitored.
- ii. The vendor will contract the sufficient number of housekeeping cleaning staff to meet the University's service level agreement on housekeeping.
- iii. The housekeeping staff will be responsible for garbage collection from all floors including hostel rooms and further disposal.
- iv. The vendor will ensure that adequate housekeeping material is ordered according to the size of the property.
- v. The vendor shall have clearly defined key performance indicators for housekeeping.
- vi. Vendor will ensure sweeping and mopping of all the tiled areas including the thoroughfares, common areas, lobbies with environmentally friendly chemicals and equipment.

- vii. Vendor will ensure that dustbin and trash receptacles are cleaned and sanitized on daily basis.
- viii. Vendor will ensure cleaning of tiled area, whenever required on regular basis.
- ix. Vendor will ensure dusting, cleaning and wipe dry of the furniture tables, chairs, side racks, cupboards, sofas, wood paneling in the common areas.
- x. Vendor will ensure regular scrubbing, cleaning and refreshing of the toilets - including disinfectant treatment of toilet seats and bowl, water closets, urinals and washbasins.
- xi. Vendor will ensure cleaning of doors and mirrors clean all the vents and windowsills.
- xii. Vendor will ensure that the dustbins are emptied in the washrooms.

## 8. Hostel Safety and Security:

This operation presumes the following:

- i. The vendor assigned security guard will be responsible for the safety of all the equipment, fixtures and any other property on the Hostel Premises. They will also have to inform the authorities about any pilferages noticed on the campus.
- ii. The security guards should be personal of high integrity and confidence. A copy of the antecedent's verification certificate issued by the Police about their staff or the security agency should be submitted to the institution.
- iii. Apart from the security guards, there should be dedicated **Operation Managers for Boys and Girls**. The key responsibilities of an operations manager will be :
  - a) Responsible for supervising the work of the security guards.
  - b) Responsible for maintaining the discipline, dress and decorum of the guards will be the responsibility.
  - c) Responsible for arranging for medical help (doctor/ambulance) to the students in case of any medical emergency.
  - d) Responsible of duty deployment of security guards, after daily roll call and briefing about duties and responsibilities.
- iv) The vendor will be define and implement hostel safety and evacuation drills on a regular basis.
- vi) The vendor will provide its security guards with seasonal and protective clothing, torches (with adequate supply of battery cells on monthly basis), whistle, lathies, rain-coats, gum boots, umbrellas and cycles as are normally required for patrolling by the security personnel.
- vii) The vendor will have to ensure the general discipline of the guards and take up night checks as well as provide on the job training schedules for the guards to make them acquainted with the security requirements of the campus as per the academic and administrative schedule of the institute.
- viii) The vendor will maintain a daily Attendance register which will be verified by the authorized person of the institute.

**DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID Application:**

- (1) Company Registration Certificate**
- (2) Complete Company Profile**
- (3) Valid GSTN Copy**
- (4) PAN Card Copy**
- (5) Turnover Certificate (Annexure-1)**
- (6) Balance Sheet of Last Five Years**
- (7) 5-year ITR of the company**
- (8) Experience proof documents (completion certificates / previous work /order / POs)**
- (9) SOP/ work methodology documents for the technical evaluation of B, C, D, E and F**
- (10) EMD paid details**

**ANNEXURE-1**

**ON THE LETTER PAD OF CHARTED ACCOUNTANT**

This is to certify that the total turnover in the case of M/s..... having PAN ..... is as under

<b>Financial year</b>	<b>Amount in Rupees (Figure)</b>	<b>Amount in Rupees (Words)</b>
2017-18		
2018-19		
2019-20		
2020-21		
2021-22		
<b>TOTAL</b>		

Average = Total/ 5= .....

**It is further certified that the above-mentioned amounts have been derived from accounts presented before us for the above-mentioned periods.**

Name and sign of the authorized person of the firm along with seal.

**PLACE :**

**DATE :**

**Proforma for Application**  
**(on the letter head of the Party/firm)**

1. Name of the Party/firm .....
2. Permanent address of the firm/supplier .....
- Tel No. .... Email .....
- Mob.....
3. Registration & incorporation particulars of the firm .....
- (please attached attested copies of document of registration/incorporation of your firm)
4. Permanent Account Number, Income Tax Circle .....
5. GSTIN .....

**Declaration:**

I/We hereby declare that the information furnished above true and correct. In case the above information is found incorrect at any stage, the Competent Authority may take appropriate action as warranted.

Name and sign of the authorized person of the firm along with seal.

PLACE:

DATE:

## Penalty Structure

### A. Housekeeping

S.No.	Shortage / Defaults	Penalty Up-to
1	Shortage of material	Rs. 5,000
2	Using substandard material	Rs. 5,000
3	Non-adherence to the cleaning schedule as approved in the SOP of the bidder	<ul style="list-style-type: none"> <li>● Number of Rooms x Rs.100 for hostel rooms</li> <li>● Rs 2000 for the common areas</li> </ul>
4	Poor quality of cleaning and foul smell from common areas in and around the hostel premises	Rs 5,000
5	Failure to attend complaints / request related to housekeeping	Number of complaints x Rs 500

### B. Security Services

S.No.	Shortage / Defaults	Penalty
1	Lock breaking/ opening and theft of goods	Rs 5,000
2	Non-compliance with instructions /orders	Rs 1,000
3	Rude and unpleasant behavior of security personnel with campus resident (for each incident)	Rs 1,000
4	Recruiting/deploying illiterate/incapable personnel	Rs 1,000 for each person
5	Breach/violation of contractual conditions pertaining to Safety & Security only (for each act of commission/omission) not covered in any of the above Columns	Up-to Rs 10,000

### C. Mess

<b>Rule Violation</b>	<b>Penalty Up-to</b>
Insects cooked along with food because of Service Provider's negligence	Upto 10% of the value of that meal for all students
Soft objects like hair, rope, plastic, cloth etc. in food because of Service Provider's negligence	Upto 10% of the value of that meal for all students
Three or more complaints of unclean utensils in a week	Upto 10% of the value of that meal for all students
Timings mentioned in the tender or decided with the respective council should be followed strictly, Failing this (if due to Service Provider's fault)	Upto 10% of the value of that meal for all students
Using non-FSSAI and non-approved brands	Upto 10% of the value of that meal for all students
Food poisoning	Rs, 200,000

Note - All above penalties are only applicable if it is proven that the default is due to Service Provider's fault and after three repetitive warnings.