

**TENDER FOR CATERING SERVICE IN HOSTEL MESS  
CENTRAL UNIVERSITY OF TAMIL NADU, THIRUVARUR**

**Tender No : 17/2017-18  
Tender Date : 28.11.2017  
Last Date of submission : 17.01.2018**



**Central University of Tamil Nadu**  
Neelakudi Campus  
Thiruvaramur-610 005

Signature of the Bidder



# 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,

तिरुवारूर/Thiruvavur - 610 005. ☎: +91-04366-277359

**Tender No.17/2017-18**

**Date: 28.11.2017**

## **Notice Inviting Tender for Catering Service in Hostel Mess (Amended Tender Document after pre-bid meeting)**

Central University of Tamil Nadu, Thiruvavur, proposes to outsource catering services of the mess attached to its Boys & Girls hostels starting from January 2018 initially for a period of one year at Neelakudi campus. Details of number of diners, type of kitchen and dining hall are provided in the tender document.

Sealed tenders under **TWO BID** system are invited from financially sound professional caterers with experience in running multi-cuisine food services in reputed Institutions. Previous experience in catering to student community / Educational Institutions of repute is preferable.

Tender format can be downloaded from the website [www.cutn.ac.in](http://www.cutn.ac.in). Completed tender may be submitted to the Office of the undersigned on or before **16.00 hrs. on 17.01.2018** along with a Demand Draft of **Rs.10,000/-** towards **EMD** (refundable) drawn in favour of **Central University of Tamil Nadu** payable at **Thiruvavur**. The technical bid **Part-A** and the financial bid **Part-B** should be sealed in separate covers and both of them should be sealed in a single cover and superscribed "**Tender for catering service in Hostel Mess - Tender Notice No.17/2017-18**". The demand draft for the EMD should be kept along with the Technical bid. The selection of the Caterer will be based on a weighted criteria system to be derived from the tender documents of the bidders and only the technically qualified caterer's financial bids will be opened for shortlisting and awarding of the contract. CUTN reserves the right to shortlist/reject any or all tenders without assigning any reason. The Technical Bid will be opened on **18.01.2018 at 17.00 hrs.**

**Date: 28.11.2017**

**REGISTRAR**

Signature of the Bidder

**TERMS & CONDITIONS AND REQUIREMENTS FOR RUNNING MESS FACILITIES  
FOR THE HOSTEL STUDENTS OF CUTN**

Sl. No.	Dining Facility	No. of Students	Available Facilities
1.	Boys & Girls Mess	<b>1000</b> (This may increase by 20% to 30%)	Dining hall with 200 seating capacity. Caterer should bring his own vessels for cooking & serving including dining plates at no extra cost.

**Note:** The Mess for the Boys & Girls should be operated separately.

1. Transporting cooked food, if necessary, to the dining halls or to the hostel(s) or any other buildings within CUTN campus is the responsibility of the Caterer. Such transportation of cooked food should strictly be done in closed containers only. It is advisable for the intending Tenderers to visit the campus with prior appointment to acquaint themselves with the actual locations of different kitchens, dining units, buildings, facilities and equipment available etc. before submitting the Tenders under two bid system. All costs incurred in connection with submission of bids like preparation, submission, mailing, any personal visits for seeing the location, submitting the bids personally, subsequent processing etc. shall be borne by the bidder. CUTN will not be responsible / liable for the same regardless of the outcome of the tendering process.
2. Breakfast, Lunch, Tea/Coffee and Dinner need to be served as per the menu agreed upon with the Hostel Committee. The Menu is enclosed as **Part-C**.

Tentative Mess Timings:

Breakfast: 07.30 – 09.30 Hrs. (during weekends and holidays the breakfast timing should be extended till 10.00 Hrs.)

Lunch: 12.30 – 14.15 Hrs.

Evening Tea/Coffee & Snacks (Optional): 17.00 – 18.00 Hrs.

Dinner: 19.30 – 21.30 Hrs.

Late Dinner\*: Till 23.00 Hrs.

\*Expected to be served only on prior approval from the warden/ Assistant warden and under special circumstances.

\*Except Late Dinner timing, the caterer should serve hot food and as per approved menu until the last minute of the mess timings.

3. Basic menu (until and unless specified) is unlimited. But Special items, extra items, snacks and beverages are limited.
4. Any special/vegetarian/non-vegetarian items are considered as “EXTRAS” and will not form part of the basic menu. The caterers are free to quote for the same. A tentative list is enclosed as **Part-D**.
5. Water will be provided to an extent of 2 KLD (kilo liter per day). The caterer should adopt better conservancy measures as water is the elixir of human life. The water supply will be metered. Any wastage of water on the part of the caterer will be charged extra at admissible rates.

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6. 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. The details of such maintenance/cleaning shall be provided to the Hostel/Mess Committee as and when demanded.
7. Providing of first quality provisions especially rice, dal and aata, vegetables, fruits, milk, cooking gas etc. for preparation of the items will be the responsibility of the caterer.
8. The Milk used for preparing tea, coffee and other milk products should have a specific gravity of 1.025 -1.032 g/ml which implies a Lactometer reading range of 25.0 -32.0°L.
9. The University shall provide electricity to the Caterer for the exclusive purpose of running the dining facilities at prevalent rates charged by TNEB to the University.
10. The Caterer shall use only branded AGMARK / ISI raw materials and best quality items for preparing the food. Brands of products will be decided by the Mess Council for which the caterer should abide. Use of cooking soda in rice, maida in chapatti and MSG and Vanaspati (Dalda) in other food items is strictly prohibited. A quality control Supervisor will check all materials brought to the mess as well as cooking practices, followed in the event of quality of the food served being poor, adulterated, contaminated, use of expired raw materials or not adhering to contractual conditions, the Mess Council will be free to impose monetary fine as deemed fit on the caterer.
11. 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.
12. The Caterer shall provide catering services as given in the menu **annexed (Part – C)**. The rates shall include the cost of manpower (including trained chef and catering staff), materials including tea kit, canteen services, fuel, cooking equipment, utensils, procurement of rice & provisions and vegetables/ fruits of good quality and other items and crockery etc. Further, the cost of these raw materials shall be inclusive of loading and unloading, transportation, storage at dining hall premises, statutory taxes including GST/service tax, duties and all other levies (existing and which may be imposed from time to time) for which no additional cost is payable or reimbursable by the University. Exclusive manpower shall be deployed for catering operations. No manpower from housekeeping shall be diverted to catering.
13. Cleaning plates/washing and keeping the mess premises neat, clean and hygienic are the responsibilities of the caterer. Strict maintenance of hygiene in mess halls and its surrounding is essential. Any violation on the part of caterer is liable for appropriate penal provisions of truncation of bills as decided by the Hostel committee with the recommendations from the mess council.
14. The kitchen(s), store room(s), washing area and the dining hall are to be well maintained by the caterer. Hygiene, Cleanliness and presentation of not only the venue but also the kitchen staff, should be given the top most priority by the caterer.
15. Reliability, quality and hygiene factors may also be taken into consideration during selection.
16. The garbage collected from the kitchen, dining halls, dish wash area should be disposed off right away. No garbage should be dumped in and around the campus. The surroundings shall be kept clean and hygienic at all times.
17. The Caterer will submit two or three brands (**Agmark/ISI**) for each item and the Mess Council will select the appropriate brands for cooking.
18. The caterer should be ready with appropriate coupon system/ mess card which shall be distributed to the students for availing mess facility. Student will remit the necessary coupons/ mess card to the caterer whenever he avails the mess facility. There should one set of coupons/

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mess card each for students (hosteller or day scholar)/employees/guests of CUTN (where ever deemed required). The coupon system/ mess card should be discussed with the hostel committee on award of contract.

19. The items of food served will be checked by the Quality Assessment Committee constituted by the Hostel Committee. Such quality audit may be a test audit or random audit. In case of dispute on quality between caterer and the quality assessment team, The Registrar, CUTN will be the sole arbitrator and his/her decision shall be final and binding on both the parties.
20. The rates stipulated in the contract will hold good for the agreement period, which shall be one year, extendable at the same terms and conditions at the sole discretion of the University. Further extensions shall be considered based on the performance and review. Either party may terminate the contract by giving two months' notice.
21. The caterer shall not serve food cooked in the Mess facility in any other place inside or outside the campus without prior permission. He/She shall also not serve food cooked, outside the dining facility, unless otherwise authorized by the Hostel Committee.
22. When circumstances warrant, caterer should cater for more number of students/staff members even at short notice. Similarly, fluctuations in strength during vacation periods should be accommodated, for which the caterer should keep in close liaison with Hostel in charge/Care Taker & Warden and prepare food accordingly.
23. Non-vegetarian dishes shall be made from fresh and good quality mutton, chicken or Fish; and shall be purchased from standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking. Vegetarian and Non Vegetarian dishes shall be prepared and served separately. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Caterer shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry. Maintain hygienic conditions in cooking/pantry area & dining/serving areas. Eating plates, serving/ cooking utensils have to be washed every time after use and the eating plates and spoons have to be sterilized every day. Cooking vessels, serving accessories etc., has to be sterilized every week. The mess hall and kitchen has to be disinfected every month by the caterer.
24. The University will not pay any advance payment under any circumstances to the service provider. The University has no role in settlement of bills for food supplied to students.
25. The collection of the payment for the mess bill/ late payment penalty from the students, shall be collected as per the Regulation-3 (Under Section-c (3)) of the CUTN Academic Ordinance.
26. The successful bidder shall deposit Rs.1,00,000/- as interest free Security Deposit within 10 days of award of contract, which shall be refunded after the expiry of the agreement after adjusting deductions, if any.
27. The Caterer shall pay to University, a nominal license fee of Rs.7,000/- per month per mess for the Premises and Rs.4,000/- per month towards water charges. Electricity charges for kitchen, store room, rest room and the wash area shall be paid by the licensee as per meter readings.
28. The selected Caterer shall start the dining facility from January 2018. The present contract shall be valid only for 1 year; further extensions shall be considered based on the review.
29. Staff strength in each category of cooks, helpers should be optimum and finalized in consultation with Mess Council. Sufficient number of service personnel as required should alone be in the dining hall.

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30. Employment of child labourers (below the age of 18) is totally prohibited. It is the responsibility of the Caterer to comply with all formalities of labour office including obtaining necessary labour license.
31. Necessary Permission in writing should be obtained by the caterer for overnight stay of their employees in the campus than the permissible strength, which will be decided by Mess Council.
32. The employees of the caterer should wear proper uniform. Use of clean apron, disposable hand gloves and head mask is mandatory during transportation, serving and handling of food items. Fresh disposable hand gloves and head mask is to be used for every meal and should not be reused under any circumstances.
33. The Caterer shall be responsible for the proper conduct and behavior of the employees engaged. The employees cannot reside in the place of work except to the extent necessary for their duty in respect of the functioning of the dining facility. Collecting any private data from students including phone numbers and email is strictly prohibited.
34. Smoking and consumption/distribution of Alcohol or any other narcotic drugs by the mess employees is strictly prohibited.
35. All mess employees, except the manager should refrain from having direct or indirect communication / conversation with the hostel students. Further, the manager is expected to have a cordial/ professional conversation with the students. In case of difference in opinion with any student, the manager should approach the mess council. Any misconduct on the part of the mess employees including the manager will invite heavy penalty on the caterer.
36. The Caterer should ensure that all the employees are free from communicable diseases. Medical certificates to this effect should be made available for inspection by the authorities. It is the responsibility of the caterer to monitor and maintain the personal hygiene of the mess workers who cook/ serve food.
37. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid (if the bidder is covered under schedule of employment under Minimum Wages Act):
  - a) PF Registration
  - b) ESI Registration
  - c) Service Tax Registration
  - d) Valid License, issued by Regional Labour Commissioner, Govt. of IndiaAll expenses related to the functioning of the employees like EPF/ESI engaged by the Caterer shall be in the scope of the Caterer. Proof for remittance of salary shall be provided to CUTN.
38. The Caterer is solely responsible for the payment of minimum wages for their employees as per the Government of Tamil Nadu norms and deductions towards E.P.F. and E.S.I. The record of duty hours and pay structure should be maintained as per rules for inspection by authorized personnel of CUTN for meeting other statutory and non-statutory benefits/obligations.
39. The decision of the University is final in awarding the contract.
40. The University reserves the right to review and modify the terms and conditions periodically.
41. Since the services include food and eatables, (Prevention of Food Adulteration) PFA rules 1955 is binding on the caterer. The caterer shall be invariably governed by the Food and Safety Standards Act, 2006.
42. The Caterer should run the mess/ supply food at the same rate for the same approved menu throughout the contract period irrespective of vacation/ holiday and number of students. Failing which will invite heavy penalty on the caterer by the hostel committee.
43. In addition to the hostellers, the caterer should extend the service to other CUTN faculty, non-teaching staffs, day scholars and guests at a fixed price mentioned in the contract.

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44. Any other relevant matter for better functioning of mess will be included at the later date.
45. The caterer shall not assign, sublet or part with the possession of the premises and properties of the University therein or any part thereof under any circumstances.
46. The caterer shall vacate the leased premises and hand over the all fixtures, furniture etc., which are University property, in good condition at the termination of the contract.
47. The caterer shall not make or permit any construction or structural alteration or additional fittings inside the premises or the work place without prior written approval of the University authorities.
48. The caterer should have a minimum annual turnover of Rs. 30,00,000/- (Rupees Thirty Lakhs Only) during the last three financial years. Audited financial statements or financial statement showing turn over duly certified by a Chartered Accountant to be enclosed as proof of the same.
49. Authenticated certificates, testimonials and proof of experience should be produced along with the tender.
50. The page number should be marked in all pages serially (including all supporting documents enclosed with the tender document) and the declaration for the same shall be submitted by the bidder as **Annexure-I**. All the documents should be having running page number say if the total documents have 50 pages, the first document should be page numbered as 01 and the last document should be page numbered as 50.
51. The caterer shall be equipped to undertake Hygiene Audit as per **Annexure-II** on a daily basis and report submitted to the Hostel/Mess Committee.

### **Other Terms and Conditions**

1. The caterer shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other authority for doing such work. The caterer shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to CUTN, whatsoever it may be.
2. The caterer shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Caterer shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the CUTN from time to time.
3. The caterer shall provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law/rules/regulations and orders of the Central Government/State Government/local authorities or other authorities as are in force from to time.
4. The caterer shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at CUTN or for any accident caused to them and the CUTN shall not be liable to bear any expense in this regard. The caterer shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the CUTN for whatever reason. The caterer shall also be responsible for the insurance of its personnel. The caterer shall specifically ensure compliance of various

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Laws/Acts, including but not limited to with the following and their re-enactments/amendments/modifications

1. The Payment of Wages Act 1936
2. The Employees Provident Fund Act, 1952
3. The Factory Act, 1948
4. The Contract Labour (Regulation) Act, 1970
5. The Payment of Bonus Act, 1965
6. The Payment of Gratuity Act, 1972
7. The Employees State Insurance Act, 1948
8. The Employment of Children Act, 1938
9. The Motor Vehicle Act, 1988
10. Minimum Wages Act, 1948

5. The security Deposit shall be released without interest after 3 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the caterer or its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities etc. including withdrawals of EPF of workers engaged during contract period or after submitting the individual EPF account details to be certified by Provident fund commissioner's office, submission of receipts of payment of service tax (month wise details) duly certified by Central Custom & Excise office etc., if any, as specified in the tender at appropriate places.

6. In case of any change of constitution of the catering firm, the rights of CUTN should not suffer.

7. All personnel engaged under this contract by the caterer shall be employees of caterer. CUTN shall not have any liability/ responsibility to absorb the persons engaged by the caterer and/or to extend any type of recommendation etc. for obtaining any job in CUTN or elsewhere.

8. The caterer shall maintain all records/registers as required to be maintained by them under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of CUTN as and when required.

9. It shall be the caterer's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. It shall indemnify the CUTN against all claims of damage or injury to any person or persons or property resulting from and in the course of this contract. The caterer shall keep the CUTN indemnified against all the claims and liabilities.

10. A local representative of caterer shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of CUTN, they shall work under directives and guidance of Registrar, CUTN and will be answerable to CUTN. This will, however, not diminish in any way, the caterer's responsibility under contract to the CUTN.

11. A senior level representative of the caterer shall visit CUTN premises at least once in a week and review the service performance of its personnel. During the weekly visit, caterer's representative will also meet the CUTN officer dealing with services under the contract for mutual feedback regarding the work performed by their personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the CUTN.

12. The caterer shall not deploy or shall discontinue deploying the person(s), if so desired by the CUTN at any time without assigning any reason whatsoever. The caterer shall ensure that any replacement of the personnel, as required by CUTN for any reason specified or otherwise,

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shall be effected promptly without any additional cost to the CUTN. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with CUTN.

13. The caterer shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the CUTN/Govt. of India/any State/or any Union Territory.

14. The Caterer shall maintain good standard of food quality/services as indicated. In case the quality of food/services is not found up to the mark, a warning note shall be issued to the caterer specifically indicating the discrepancy and a deduction to the extent of 20% of the billed amount for that particular instance (Tea/Meals) shall be levied on recommendation/approval of Hostel/Mess Committee. The performance of the caterer will be reviewed on monthly basis and in case the services are not found up to the mark the Caterer's contract will be terminated even before the expiry of contract period by giving one month's notice.

15. In case any personnel of the Caterer is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his or her duty/their duties for CUTN, it shall be the sole responsibility of the Caterer to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the CUTN.

16. In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of the CUTN due to negligence of personnel in performing his/ her duty and /or absence from the place of duty and/or not providing substitute by the Caterer or any other reason, the cost of all such losses or damages as assessed by CUTN shall be recovered from the Caterer's monthly bill or from his security. In such matters, where required, the caterer will investigate and submit a report to CUTN and maintain liaison with the police. FIR will be lodged by CUTN, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.

17. In case CUTN is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Caterer, all cost of defending such suit settlement of claims penalty etc. shall be borne by the Caterer or recovered from the due amounts payable to the caterer and/or from the security deposit held by CUTN.

18. The caterer shall ensure that all staff appointed by them is fully loyal-to and assist the CUTN during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of the CUTN.

19. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments thereof, Authorized officer of CUTN shall have full powers to retain out of any sums payable/becoming payable to the Caterer, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of CUTN shall be final in regard to all matters arising under this clause.

20. In the event of any person deployed by the caterer being on leave/absent, the caterer shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the caterer shall make provision for leave reserve.

21. No other charges of any kind shall be payable except as under the contract.

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22. The Caterer shall ensure that the payment of persons deployed by the Caterer have been made for the billed period.
23. No request for making advance payment on any ground shall be entertained.
24. Under no circumstances Caterer is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
25. There would be no increase in rates payable to the Caterer during the Contract period.
26. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department. The caterer shall discourage cash payments by the departments/sections for bills pertaining to any events/workshops/conferences/seminars, as per the GOI norms and shall get all the payments through RTGS/Online mode, after deduction of TDS, if any.
27. The caterer shall possess a valid/active GSTIN as per GOI norms and ensure that all the bills carry the GSTIN in printed form.
28. In case of non-compliance/non-performance of the services according the terms of the contract, the CUTN shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
29. The decision of CUTN with regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Caterer.
30. In case of failure of the Caterer in fulfilling the contract, the competent authority of CUTN may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Caterer assigning reasons thereof. On termination of the contract, it shall be the responsibility of the Caterer to remove his staff and materials within two days or date specified by CUTN. CUTN shall not indemnify any loss caused to the caterer by such terminations, whatsoever it may be.
31. If at any stage during the period of the contract, any case involving moral turpitude is instituted in a court of law against the Caterer or its employees, the CUTN reserves exclusive and special rights for the outright termination of the contract without any notice to the Caterer and in that event the Caterer shall not be entitled to any compensation from the CUTN.
32. The Caterer shall not assign or sub-contract any of these contracts. In case of violation/contravention of any of the terms and conditions mentioned herein, the CUTN reserves the right to terminate the agreement forthwith without giving any notice to the Caterer and without prejudice to its right to recover damages and other charges/cost to the CUTN from amount payable to him or otherwise.
33. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
34. An agreement shall be signed by the successful bidder with CUTN.
35. In case the Caterer or any of his employees fails to fulfil his/ their obligations for any day or for any number of days to the satisfaction of the CUTN for any reason whatsoever, the Caterer shall pay by way of liquidated damages, a sum to be decided by the CUTN per day for the entire numbers of such days and the CUTN shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money if any payable by it to the Caterer.
36. If the performance of the Caterer is found poor and despite instructions, he fails to improve the same, the CUTN shall be liable to recover any amount towards penalty or losses as decided by the authorized officer and to terminate the contract without any notice. The Caterer shall not be entitled for compensation to any loss which he may incur in this regard.

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37. The Hostel/Mess Committee of CUTN shall decide and judge the quality of the service rendered by the Caterer. In case of dispute, the decision of Registrar, CUTN is final and binding.
38. If the successful Caterer fails to maintain declared and required number of qualified manpower, the Caterer shall be liable to pay penalty to CUTN.
39. The Caterer shall ensure that none of his worker/supervisor except those permitted in writing stay in the CUTN premises when not on duty. In the event of noticing such an incident a penalty of Rs.5,000/- will be imposed. Stay in the hostel rooms are strictly prohibited and shall be ensured by the Caterer.
40. Any complaint by CUTN if not attended within prescribed time may attract a penalty of Rs. 500/- for each complaint to the Caterer or as decided by CUTN.
41. In case of any dispute or differences arising on terms and conditions, the same shall be settled by reference to arbitration by Sole Arbitrator to be appointed by the competent authority of CUTN. The provisions of Arbitration and Conciliation Act, 1996 shall be applicable.
42. In case of any dispute between the Caterer and CUTN, CUTN shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Thiruvarur.

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**Part – A**

**TECHNICAL BID**

1.	Name and address of the caterer with Phone No. and E-Mail ID, if any	:	
2.	Registration Number and date of registration of company/cooperative/ agency, if any	:	
3.	Year of Establishment	:	
4.	Type of Organization (Whether proprietorship, partnership, Private Ltd. Company or Co-operative body etc. In case the applicant is a non-individual, Certified copy of a Partnership deed/ Certificate of Incorporation/ Certificate of Registration issued by the Registrar of Cooperative Societies/ as the case may be enclosed)		
5.	Enclose Performance certificates from previous clients since the year 2010-2016 separately in respect of catering.		
6.	No. of Food courts/Dining facilities Run in Academic Institutions* (Provide All supporting documents)	:	
7.	No. of Food courts/Dining facilities Run in other establishments* (Provide All supporting documents)	:	
8.	Whether Quality Certification obtained for Any of the Food Courts/Dining Facilities (Provide all supporting documents)	:	
9.	Bidders should have a Solvency of Rs.5 lakh (Capital employed)	:	
10.	Annual Turnover (Rs. In Lakhs)  2014 - 15 2015 - 16 2016 - 17 Audited financial statements or financial statement showing turnover duly certified by a Chartered Accountant should be furnished for the last three financial years.	:	
11.	PAN, EPF & ESI No. (photocopy to be enclosed)		

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12.	Service tax, GST, Sales tax/VAT Reg. No. (Number & photocopy of certificates to be given)		
13.	Details of Earnest Money Deposit [Rs. 10,000/-] Draft No. & Date Issuing Bank		
14.	Shops and establishment Act registration No. (Photocopy to be furnished)		
15.	No. of Employees (as on <b>01.03.2017</b> )	:	
16.	Any other information	:	

Date: 28.11.2017

\* List to be enclosed with full address and phone numbers

**Note:**

1. Furnish a copy of audited Statement of Accounts along with supporting documents for particulars given in Sl. No. 5, 6, 7 & 8.
2. The Technical Bid (**Part A**) and Commercial Bid (**Part B & D**) shall be sealed by the bidder in separate covers duly superscribed as **Tender for Catering Service in Hostel Mess – Technical Bid** and **Tender for Catering Service in Hostel Mess – Commercial Bid** respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed as **Tender for Catering Service in Hostel Mess - Tender Notice No.17/2017-18**. The required documents along with the filled-in format (**Part-A**) should be kept inside the Technical Bid Envelope and sealed. The tender must reach **The Registrar, Central University of Tamil Nadu, Neelakudi Campus, Kangalancherry Post, Thiruvarur-610 005** by post/courier or by hand on or before **17.01.2018, 16:00 hours**.

Signature of the Bidder

**Part of Technical Bid**

**DETAILS OF PREVIOUS CONTRACTS**

Period of Contract		Name and Address of the Organization with reference letters	Name of the Contact person & Phone No.	Value of Contract and other Details	Remarks
From	To				

**Give details of current contracts, if any, of similar services being rendered by you and which will be available for inspection by our officials:**

Period of Contract		Name and Address of the Organization with reference letters	Name of the Contact person & Phone No.	Value of Contract and other Details	Remarks
From	To				

***Place:***

**Date:**

***SIGNATURE OF THE TENDERER***

( )

Signature of the Bidder

**Part-B**

**FINANCIAL BID**

**Caterer should provide rates in the following pattern:**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Rates for Menu (Basic Menu as per Part-C (Page No.18))</b>
1.	Breakfast	
2.	Lunch	
3.	Dinner	

*Note: No column should be left blank*

**Note:** If you should want to add more items in the menu, quantity should be mentioned by vendors before quote.

The above rates will be inclusive of fuel, cost of procurement of rice, wheat and all other provisions, vegetables, fruits, unloading and loading, transportation, storage, labour, all statutory taxes including GST, service tax, duties and levies etc., per student. The university will not pay any other charges for the catering services provided.

**Authorized Signatory**

Signature of the Bidder

## **PENALTY**

Failure to supply food in terms of quality, quantity and as per the menu indicated in Part-C 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 adjusted against payment due to the caterer.

- 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. 2,600/- 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 range of 25.0 -32.0 °L. If the reading is lower than expected value then the mess charges for the particular session of all the students will be waived as penalty
- e. If poor quality of rice is used for preparation of food items, a penalty of Rs.2,600/- for each occasion will be imposed.
- f. Oil once used should not be reused. If reuse of oil is noticed, penalty of Rs.1,300/- for each occasion would be levied.
- g. Item like Aji-no-moto, Baking soda, coloring items etc. are banned and they should not be used. If they are found in the kitchen premises penalty of Rs. 2,600/- for each occasion will be imposed.
- h. Kitchen(s), store room(s), washing area and the dining hall are to be should be kept clean and hygienic at all times. If not kept, a fine of Rs. 1,300/- for each occasion will be imposed.
- i. If there is any deviation in the approved Menu as per Part-C, a fine of Rs. 2,600/- 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.
- 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. 2,000/- per person per occasion will be imposed on the caterer.

Signature of the Bidder



1. 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.

**Authorized Signatory**

Signature of the Bidder

## Part – C

### Basic Mess Menu

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
BREAKFAST (TIME:7.30-9.30) UNLIMITED	IDIYAPPAM, EGG(1)CURRY, ONION TOMATO CHUTNEY, GREEN PEAS CURRY.  **TEA/COFFEE/MILK (min. 120ml)	ALOO PARATHA , CURD, SAUCE, PICKLE, BREAD(JAM&BUTTER)  **TEA/COFFEE/MILK ( min. 120ml)	IDLI,VADA(MEDU VADA-2),**** SAMBHAR, COCONUT CHUTNEY, BREAD(JAM/BUTTER)  **TEA/COFFEE/MILK (min. 120ml)	DOSA, SAMBHAR, COCONUT CHUTNEY, TOMATO ONION CHUTNEY  **TEA/COFFEE/MILK (min. 120ml)	PONGAL, VADA(PARUPU VADA-2), SAMBHAR, CHUTNEY, TOASTED BREAD(JAM/BUTTER)  ** TEA/COFFEE/MILK (min. 120 ml)	ONION UTTHAPPAM, SEMIYA KITCHADI, TOMATO ONION CHUTNEY, SAMBHAR, KESARI  **TEA/COFFEE/MILK (min. 120ml)	NOODLES, GOBI/ALOO PARATHA, CURD, SAUCE/PICKLE,  **TEA/COFFEE/MILK (min.120ml)
LUNCH (TIME 12.30-2.15) UNLIMITED	PLAIN RICE, CHAPATI, GREEN DHAL, SAMBHAR, RASAM,BUTTER MILK,VEG SALAD, APPALAM(BIG), PICKLE, SPINACH PORIYAL	PLAIN RICE, CHAPATI, DHAL, VATTHAKOZHAMBU, RASAM, BUTTER MILK, APPALAM(BIG), PICKLE, CABBAGE PORIYAL, VEG SALAD	PLAIN RICE, CHAPATI, DHAL, SAMBHAR, RASAM, BUTTER MILK, VEG-SALAD, APPALAM (BIG), PICKLE, LADIES FINGER PORIYAL (DRY*).	PLAIN RICE, CHAPATI, DHAL, SAMBHAR (LADIES FINGER AND RAW MANGO), RASAM, BUTTER MILK, VEG- SALAD, APPALAM (BIG), PICKLE, CARROT AND BEANS PORIYAL.	PLAIN RICE, CHAPATI, DHAL, SAMBHAR (SMALL ONION), RASAM, BUTTER MILK, VEG-SALAD, APPALAM (BIG), PICKLE, RAW BANANA (PLANTAIN) PORIYAL.	PLAIN RICE, CHAPATI, DHAL, SAMBHAR, RASAM, BUTTER MILK, VEG-SALAD, APPALAM (BIG), PICKLE, BEETROOT PORIYAL.	PANEER/EGG BRIYANI, CHAPATI, CHANNA DHAL CURRY, RAITHA, SALAD, PICKLE.
DINNER (TIME 7.30-9.30PM) UNLIMITED	GHEE RICE, EGG BHURJI/ALOO AND ONION BHURJI, PICKLE, CHAPATI, GREEN PEAS CURRY.  ** COFFEE/MILK (min. 120ml)	PLAIN RICE, DHAL FRY(DRY), CHAPATTI, SAMBHAR, RASAM, EGG/BANANA, PICKLE  ** COFFEE/MILK (min. 120ml)	VEG FRIED RICE (NO PEPPER*), CHAPATTI, CHICKEN (120gm)*** PANEERCURRY(60g) *** PICKLE  **COFFEE/MILK (min.120ml)	JEERA RICE, CHAPATI, CABBAGE KOFTA, FRUIT SALAD, PICKLE  ** COFFEE/MILK (min. 120ml)	KHUSKA/BIRYANI, RAITHA, CHAPATTI, VEGETABLE CURRY, PICKLE, EGG CURRY (1)/ GOBI ALOO FRY (MIN. 100GM)  ** COFFEE/MILK (min. 120ml)	DOSA, SAMBHAR, COCONUT CHUTNEY, TOMATO ONION CHUTNEY, DRY ALOO.  ** COFFEE/MILK (min. 120ml)	GREEN PEAS PULAO, CHAPATTI, GOBI MANCHURIYAN, TOMATO ONION CURRY (SEMI GRAVY), PICKLE  **COFFEE/MILK (min.120ml)

### Note

\*\* should be served separately, **min-** Minimum, “\*\*” Important point to be noted

\*\*\* For the Wednesday Dinner, the chicken and the paneer provided should be weighed and the weight is irrespective of the curry. The weight is only for the chicken and paneer.

\*\*\*\* The size of the medu vada should not be less than 3 inch in diameter and one inch in thickness

If the amount of the items are not mentioned then it is unlimited.

**Menu for Evening snacks (Optional):**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
	Tea , Milk and Coffee						
<b>Snacks</b>	Chenna/peas Sundal	Onion/Potato/plantain/ mirchi bajji	Vegetable cutlet	Urad Dal Vada/Masala Vada	Golden gram sundal	Dokla/Samosa	Cake

- **Extra Snacks & Beverages** can be provided by the Caterer on spot payment basis.
- **Instruction:** If the caterers fail to make food as per the menu, students and respective wardens should be informed at least the previous day evening.

**Part – D**

**EXTRAS**  
**(As per list enclosed)**

<b>Sl. No.</b>	<b>Name of extra items</b>	<b>Rate in Rs. (inclusive of all taxes)</b>
01.	Tea (150 ml)	
02.	Coffee (150 ml)	
03.	Milk (150 ml)	
04.	Curd	
05.	Lassi	
06.	Ice Cream	
07.	Samosa	
08.	Cutlet	
09.	Methu vada	
10.	Sandwich	
11.	Bread Pakora	
12.	Noodles	
13.	Idli	
14.	Podi Dosa	
15.	Masala Dosa	
16.	Adai Dosa	
17.	Paav Bhajji	
18.	Fruit Juice	
19.	Aloo Bonda	
20.	Bread Omlette	
21.	Fruit Salad (100 mg)	
22.	Fruit Custard (100 mg)	
23.	Fish Fry	
24.	Fish Gravy	
25.	Chicken Fry	
26.	Chicken Manchurian	
27.	Chicken Butter Masala	
28.	Chicken 65	
29.	Garlic Chicken	
30.	Ginger Chicken	
31.	Pepper Chicken	
32.	Chicken Chettinadu	
33.	Egg Omlette	
34.	Egg Curry	
35.	Scrambled EGG	
36.	Paneer Masala	
37.	Chilli Gobi	
38.	Gobi fry	

<b>Sl. No.</b>	<b>Name of extra items</b>	<b>Rate in Rs. (inclusive of all taxes)</b>
39.	Gobi Curry	
40.	Gobi Manchurian	
41.	Mushroom Fry	
42.	Aloo Gobi Masala	
43.	Mutton Masala	
44.	Cornflakes	

**Signature and seal of the bidder**

**Annexure-I**

**Declaration**

We hereby undertake that there are \_\_\_\_\_ pages, serially numbered, in the submitted tender including the supporting documents.

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

**Signature and seal of the bidder**

**PROFORMA FOR HYGIENE AUDIT**

<b>(I)</b>	<b>Quality testing at receiving point (where the raw food/consumable is received/procured)</b>		
	First-In-First-Out Principle is applied	YES	NO
<b>(II)</b>	<b>Food Preparation</b>		
	Food indexing- the menus are being decided to ensure food variety	YES	NO
<b>(III)</b>	<b>Food Safety</b>		
	Is the food prepared properly under hygienic conditions	YES	NO
	Are the prepared items covered properly	YES	NO
	Proper cleaning of the utensils	YES	NO
<b>(IV)</b>	<b>Kitchen/Pantry Hygiene</b>		
	Floors are hygienically clean	YES	NO
	Walls are dust /damp free	YES	NO
	Furniture is regularly cleaned	YES	NO
	Washing area provides hygienic environment	YES	NO
	Cooking counter is adequately clean	YES	NO
<b>(V)</b>	<b>Condition of Equipment in Food Preparation</b>		
	Work worthy	YES	NO
	Clean	YES	NO
	Safe to handle	YES	NO
<b>(VI)</b>	<b>Food Handler's Health</b>		
	Health check-up done or not	YES	NO
	Nail are cut clean and healthy	YES	NO
	Head gears/caps are worn	YES	NO
	Gloves are worn	YES	NO
	Smoking, eating or chewing of tobacco, zarda, gutka etc. spitting, are strictly prohibited – Prohibition observed or not	YES	NO
<b>(VII)</b>	<b>Hygiene of Eating Place</b>		
	Floor is hygienically clean	YES	NO
	Walls are dust/damp free	YES	NO
	Furniture is regularly cleaned	YES	NO
<b>(VIII)</b>	<b>Food Quality</b>		
	Palatability is tasted by the Caterer's Representative		
<b>(IX)</b>	<b>General</b>		
	Exhaust System is working	YES	NO
	Garbage disposal is done regularly	YES	NO
	Drainages system is functioning	YES	NO
	Washing area provides hygienic environment	YES	NO
	Service counter(s) are adequately clean	YES	NO

**Overall Maintenance of Mess: Satisfactory/Not satisfactory**

**Name/Signature of the Caterer**

**Name/Signature of the Audit Authority**