



सरदार वल्लभभाई राष्ट्रीय प्रौद्योगिकी संस्थान, सुरत  
Sardar Vallabhbhai National Institute of Technology, Surat



## HOSTEL SECTION

### TENDER DOCUMENT

Hostel/306 /2018-19



|                                 |                                                                                 |
|---------------------------------|---------------------------------------------------------------------------------|
| <b>Name of Work</b>             | <b>: Annual Mess and Operation Contract for Various Hostels at SVNIT, Surat</b> |
| <b>Tender Fee</b>               | <b>: Rs. 8000/-</b>                                                             |
| <b>Issue of tender/Download</b> | <b>: 21/06/2018</b>                                                             |
| <b>Receipt of Tender</b>        | <b>: 05/07/2018 up to 05.00 PM</b>                                              |

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The Director, S. V. National Institute of Technology, Ichchhanath, Surat – 395 007. ☎ 91-261-2201603, 2210332



## HOSTEL SECTION

**S.V. NATIONAL INSTITUTE OF TECHNOLOGY SURAT-395007.**

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**Tender document for Annual Mess and Operation contract for various Hostels at SVNIT,**

**Surat**

**Tender Fee: Rs. 8,000/-**

The tender document has **33** pages. The contents of the tender document are as follows:

| <b>Sr. No.</b> | <b>Schedule/Undertaking/ Annexure</b> | <b>Details</b>                                                    | <b>Page No.</b> |
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## Schedule – A

### Important Dates

- |                                            |   |                                       |
|--------------------------------------------|---|---------------------------------------|
| 1. Starting date of downloading the Tender | : | 21/06/2018                            |
| 2. Pre-Bid Conference                      | : | 26/06/2018<br><b>(10.30 AM)</b>       |
| 3. Last date of receipt of Tender          | : | 05/07/2018<br><b>(up to 05.00 PM)</b> |
| 4. Date of inspection of tender documents  | : | 06/07/2018<br><b>(10.30 AM)</b>       |

### Important Instructions:

All the contractors are required to read the whole tender document carefully and follow accordingly before the submission. Incomplete/misleading/hiding any information may lead the contractor into disqualification /termination of the contract. The following are the important instructions:

1. Contractors should download the tender document from the Institute's web site under section: **Tenders and Enquiries**
2. Contractors may send their offer under **Registered Post/Speed Post/Courier** mentioning over the envelop **Annual Mess and Operation Contract for Various Hostels at SVNIT, Surat** so as to reach to the following address on or before **05/07/2018 up to 05:00 PM** only. However, Hostel Section, SVNIT, Surat accepts no responsibility for offers received after the due date and time.

**The Co-Chairman,  
Hostel Section  
S. V. National Institute of Technology  
Ichchhanath, Dumas Road, Surat  
Pin code: 395 007  
State: Gujarat.**

3. Contractor should sign and stamp all the pages of duly filled tender document in testimony of having read all the terms & conditions laid down in the tender document.
4. A pre-bid conference will be held on **26/06/2018 at 10:30AM** in the Conference Room of the Hostel section with the purpose of answering any questions of willing contractors and site visit, if required.

5. A demand draft of **Rs. 8000/- (Rupees Eight Thousand Only)** towards non-refundable **Tender Fee** and a demand draft of **Rs.50,000.00/- (Rupees Fifty Thousand Only)** towards refundable **Earnest Money Deposit (EMD)** from a Nationalized bank/Schedule Bank in favor of “**Co-Chairman, Council of Wardens**, payable at **Surat** placed in a separate envelope marked “**Tender Fee and EMD**” should accompany tender bid documents. Both the demand drafts should be valid for 90 days. The tender will not be considered for evaluation without **Tender Fee and EMD**. The EMD of the successful contractor will be returned to them within 60 Days without any interest after deployment of services. The earnest money of unsuccessful contractors will be returned to them without any interest after awarding the offer.
6. The contractor must submit the list of Technical bid documents as per **Schedule – E** with complete information and all the necessary documents should be attached only as per the sequence of Schedule – E (Technical Bid document) with page numbers. Otherwise, tender document will not be considered under Schedule – F (Pre – Qualification Criteria) and further evaluation, if required under Schedule – G (Technical Evaluation Criteria). All documents should be flapper and contractor should fill the marks as per the attached proof.
7. The tender document should be submitted in three separate sealed covers ( Sealed cover – I, Sealed cover – II & Sealed cover - III ).
  - **Sealed cover – I** should include the List of Technical bid documents with complete information and all the necessary documents with page numbers as per **Schedule – E, Schedule – F** (Pre – Qualification Criteria) and **Schedule – G** (Technical Evaluation Criteria).
  - **Sealed cover – II** should include Demand Draft of Tender Fee & EMD.
  - **Sealed cover – III** should include sealed performance certificate of every tender at one or more institute for the year 2017-18 at the level of IITs/ NITs /IIMs /IIITs and Other central funded as per Annexure – II.

The sealed cover – I, II & III shall be put together in a **Single Sealed Cover** at the time of submission. The Tender committee will open the single sealed cover in presence of contractors on **06/07/18** from **10.30AM** onwards to inspect and record all the necessary documents & information submitted by the contractors. All the contractors are required to remain present on 06/07/18 at 10.30AM.

Award of mess and hostel operation contract:

- i) The institute will award the Mess and Hostel operation contact as per the following procedures :

- a) The contractor which does not meet the prequalification criteria will not be eligible for the award of contract and would not be taken up for detailed evaluation. Each firm meeting the pre-qualification criteria would be evaluated and given score out of 100 marks as mentioned in **Schedule G**.
- b) The merit list of contractors depending upon technical evaluation criteria will be declared and will be awarded to the **first seven** contractors for only one hostel/cluster of Mess & Hostel operation contract. The tender committee reserves the right to offer one hostel/cluster of Mess & Hostel operation contract to the contractors for smooth functioning of the contract.
- ii) Notwithstanding the above, the institute reserves the right to accept or reject any tender and to cancel the bidding process and reject all the quotations at any time prior to the award of contract.
- iii) Within Seven (07) days of the receipt of the notification of the award of the contract from the institute, the successful contractor shall submit **Security Deposit** for awarded Mess and Hostel Operation contract according to **Schedule-B (Sr. No 21) and Schedule-C (Sr. No 24)** in the form of Demand Draft (**in favour of Co-Chairman, Council of Warden**, payable at **Surat**) from any Nationalized/Scheduled Bank. Failure to comply with this requirement shall constitute sufficient grounds for the cancel of the award and EMD will be forfeited. The amount of the EMD will be refunded without interest to the successful contractor within 60 days on successful submission of **Security Deposit**.
- iv) Contractor has to submit the proof of applying the Food license from SMC immediately after the award of the contract and labor license within 10 days of issue of work order from hostel section. Contractors will be solely responsible for any sort of consequences arises due to it.
- v) Hostel mess and operation contract will be awarded according to hostel/clusters of various Hostels and each firm/agency is eligible for only one hostel/cluster of mess and operation. (**See Tender Page No. 12 & 15**).
- vi) Only single work order will be issued for Mess and Hostel Operation.
- 9.** Submitted tender should be valid for **three months** from the tender due date.
- 10.** All disputes shall be subject to **Surat** Jurisdiction only.

**Co-Chairman  
Council of Wardens**

## Schedule – B

### Terms & Conditions of Mess Contract

Mess contractor will be finalized based on his / her experience, contracts executed earlier, capacity to prepare food of all regions, managerial abilities and other relevant factors as considered appropriate by the tender committee. A team of chief wardens and institute level committee will take visits to check the quality of food being served by the mess contractor at the place of his/her current contract of catering / mess / canteen services. Mess contractor is required to note that health, hygienic safety and satisfaction of the hostel inmates (students of S.V.N.I.T.) is the prime concern of the hostel authority. On behalf of the students of Hostels, the hostel office hereby lays down the following terms and conditions which shall be binding to the mess contractor.

1. This mess contract period is for both the semesters of academic year 2018 – 2019 with fixed **comprehensive menu rate of Rs. 90 per day**. The rate so fixed is inclusive of manpower cost and exclusive of all taxes, duties, and levies etc., imposed by the State/Central Government and Local Bodies as on the date of award of the work. The mess contract will be given initially for three months only. The institute appointed committee will regularly visit the various hostels and collect the feedback of students during the initial period of contract for three months. Based on the committee's report and the decision of hostel authority, the contract may be extended for the further period of both the semesters of 2018 – 2019. However, the contract may be terminated at any point of time if the services are found poor in mess/operation contract. In case of termination, the terminated contract for Annual mess & operation will be given amongst the other awarded contractor by altering the hostel/cluster or may be given to the other contractor with the immediate effect as per the merit list of contractor following the same terms and conditions. The mess contractor (herein after referred as contractor) must have necessary tax registration (e.g. GST registration) to charge applicable tax on the food ( i.e. on effective comprehensive menu rate ). The GST (if applicable) on food will be paid by the mess contractor and then claimed from Hostel section with documentary proof. If hostel inmates and hostel authority is satisfied with the performance of the offered contractor for the above mess contract period, the contract period may be extended without inviting the tender for the period of next academic year.
2. The hostel office will provide necessary facilities such as utensils, electricity, furniture, refrigerator, and gas connection to the oven and other gadgets for carrying out preparation of food and service activities in dining hall. These facilities will be in the charge of the contractor and he / she will be responsible for any **loss/damage** other than usual wear and tear. In case of any loss or damage, the mess contractor will have to replace the lost items / carry out necessary repair, subjected to approval and instructions of the Co-Chairman, Council of Wardens.

3. The safety, health, and hygienic conditions in and around the mess will be the responsibility of the mess contractor. Warden's suggestions / actions regarding cleanliness have to be followed and the expenditure towards this is to be borne by the contractor.
4. The contractor is required to keep attendants, mess workers, mess manager, cooks and helpers for effective functioning and management of the mess. Cooks must be able to prepare variety of dishes to meet the needs of hostel inmates. In girls' hostels, every mess worker shall be ladies/ girls. The age of every mess worker must be between 18 to 60 years.
5. The contractor and mess workers have to behave politely with hostel inmates.
6. Smoking and intoxication (**drug, alcohol, Gutkha, Tambaku, etc.**) is strictly prohibited in the institute premises.
7. One-month notice is required on either side for the termination of the contract service if such a condition arises during the contract period.
8. The contractor must put complain register at the entrance of the mess which will be checked by mess secretary/ hostel secretary/ Warden/ Chief Warden on regular basis.
9. The contractor/s will have to run the mess for the M.Tech. and/or Ph.D students staying throughout the academic year and/or other students staying during the vacation period with the prior permission, irrespective with the number of hostel inmates for small hostels and mega hostels.
10. If the mess management of the contractor is not up to the mark or, the quality of the food is found below standard, unhealthy, or unhygienic, then **Co-Chairman, COW is fully empowered to terminate the contract with a short notice of one week.** The Hostel Wardens Committee's opinion is final as far as the food quality / mess management is concerned.
11. The food, raw materials, ingredients etc. are to be of good quality, clean, fresh, nutritious, hygienic and edible. Any type of **cooked food shall not be stored / preserved after meals**, violation of warden's suggestions / instruction in such matters shall be considered as violation of terms and conditions of contract and shall invite penalty for the same.
12. Mess workers and cook should be healthy and medically fit. They are required to have a regular check up with the Institute Medical Officer/ any other doctor suggested by Co-Chairman, COW. These expenses have to be borne by contractors themselves. If any mess worker is found medically unfit, he / she may not be given permission to continue his / her duties and contractor has to replace him / her immediately without fail.

13. Contractors are required to give company uniform to the mess worker and mess supervisor / mess manager. It is to be ensured that whenever the mess workers are on duty they should be in uniform. The uniform should be cleaned / washed at least thrice in a week. Mess staff found without uniform shall invite penalty for the same.
14. Sample daily menu to be followed by the contractors is attached with this document (**Schedule D**). Vegetarian menu may include egg preparations. Mess Menu will be prepared in consultation with dietician along with hostel management committee. Menu can be changed, to suit the availability of seasonal vegetables and their market supply.
15. The meals should be served at following timings:  
Break fast : 07:30 a.m. to 09:00 a.m.  
Lunch : 12:15 p.m. to 01:45 p.m.  
Dinner : 07:30 p.m. to 09:30 p.m.  
The timings may be changed as and when required circumstances arise.
16. Mess cut will be given to the students as mentioned below and no charge will be given to the contractor. However, this will be applicable only if students submit the application to chief warden along with the proof well in advance. Applications submitted after the arrival will not be entertained and mess cut will not be given.
  - (i) Students leaving the hostel for academic/official reasons
  - (ii) Students leaving the hostel for medical reasons for a minimum period of fifteen days
  - (iii) M.Tech. and Ph.D students leaving the hostel during their approved leave
  - (iv) Students leaving the hostel during vacation/break period as per the academic calendar of 2018-19
  - a) Mess cut will not be given to the students leaving the hostel for personal reason.
  - b) Mess cut amount will be deducted from contractor's final bill of the respective month and it will be disbursed to the eligible students through the hostel section.
17. Contractor shall provide light food to the sick student/s during his/their sickness period and no extra charge will be paid for the same.
18. The payment to the contractor will be made by Chief Warden / Co-Chairman, COW in one / two installments of the actual mess bill within 15 days after depositing the bill.
19. The payment / calculation of mess bill would be on actual days of operation of the mess.
20. Contractors shall collect the guest charges directly from the students / guests other than concerned hostel inmates.
21. Contractor is required to deposit an amount of **Rs. 1,00,000/-** (Rupees One Lakh only) before award of contract within stipulated time if his / her offer is accepted. In case of



premature termination of the contract, the security deposit (both mess and hostel operation) shall be forfeited by the hostel section.

22. If hostel inmates and hostel authority is satisfied with the performance of the contractor, the contract period may be extended without inviting the tender for the period of next academic years.
23. The mess utensils are to be cleaned with hot water using detergent powder/soap after every meal.
24. Mess contractor or his representative manager is required to remain present in the mess when the food is served in the mess.
25. The type of mess (Vegetarian / Non-Vegetarian) will be decided at the time of awarding the mess contract. However, non-vegetarian item may be prepared in vegetarian mess with the consent of hostel inmates and with prior permission of **Hostel Chief Warden/ Co-Chairman, COW**.
26. All the items to be served in the mess including curd shall be prepared preferably in the mess.
27. The contractor is required to maintain the details / records of all his employees / mess workers. This information along with their photographs shall be submitted to the Hostel-Section in the prescribed format. Contractors are required to submit a list of mess staff along with their address proof(preferably Adhar card) and contact details within one week after the award of the contract. The mess staff cannot be changed /replaced temporarily without the prior permission of Council of wardens. Mess staff and the contractor cannot use two/four wheelers without the prior permission of Director, SVNIT.
28. Tea / coffee / milk shall be served in evening / at night as per requirement with permission of Chief Warden at the approved rate.
29. Liability / responsibility in case of any accident causing injury/ death to mess worker/s or any of his staff shall be of the contractor. The Hostel Section / Institute authority shall not be responsible by any means in such cases.
30. Contractor shall be solely responsible in case of incidence(s) of food poisoning along with water born illness and shall bear the complete expenditure arising out of this for medical treatment of the hostel inmates. In addition, penalty may be imposed on the contractor as decided by the Committee of Chief Hostel Warden/ Co-Chairman, COW for such incidence/s.
31. The contractor shall not employ any mess worker whose track record is not good. He / she should not have involved in any **crime / offence / police case**.

32. Quality control will be done by any committee members of Council of Wardens, and that charges will be paid by hostel sections. Monitoring of quality of food, hygiene, cleanliness, etc. in the mess operation area will be carried out on weekly basis and final score will be derived by taking average of weekly Quality Score (QS). The following scale will be adopted for monitoring of quality.

|         |           |      |      |           |           |
|---------|-----------|------|------|-----------|-----------|
| Quality | Very Poor | Poor | Good | Very Good | Excellent |
| Rating  | 1         | 2    | 3    | 4         | 5         |

Penalty will be imposed, if QS for the month will be less than 3. The penalty amount will be decided by the Council of Wardens.

33. Storage / consumption of any alcoholic drink / liquor are strictly prohibited. The contractor shall not serve any of such substance / drink in mess / hostel. Smoking, consuming gutakha, tobacco etc. is also prohibited in hostel premises.
34. The contractor has to follow all labour laws / government laws in regard of employing the mess workers and has to submit an undertaking as per Annexure – III. The contractor shall be solely responsible for any dispute / violation of labour laws / government laws.
35. The contractor shall be completely responsible for appropriate behavior of the mess workers. If it is found that any worker has misbehaved with any of the hostel inmates / hostel staff, he has to take action as suggested by the Chief Warden under intimation to the **Co-Chairman, COW**.
36. Wages to the mess workers will be deposited by the contractor compulsory into their bank account. If contractor will not give wage to the mess workers as per the Govt. labor laws, his contract may be terminated with a short notice of one week. The decision of a committee of Chief Wardens/ wardens formed by Co-Chairman will be final in this matter. Contractor shall submit certificate of payment of salaries along with the bank proof to all the mess workers in every month of mess operation.
37. The contractor shall provide other prepared food items like biscuits, wafers, namkins and flavored milk etc. in consultation with the Chief Warden whenever such need arises.
38. Following deductions will be made from the contractor's mess bill:
- (a) Gas bill as per actual.
  - (b) Electricity bill as per actual.
  - (c) Mess cut (if any)

**39A.** Glossary of terms:

- **Ordinary Meal:** Roti/ Paratha/Puri, Two Vegetables, Dal, Rice, Curd/butter milk, Pickle, Salad, Papad
- **Special Meal:** Roti/Paratha/Puri, Two Vegetables, Dal, Pulao, Curd/butter milk, Pickle, Salad, Papad, Sweet / Fruit Dish / Milk shanke / Milk Ice Cream.
- **Deluxe Meal (Feast):** Roti/Paratha/Puri, Two Vegetables, Pulse, Dal, Pulao, Farsan, Curd/butter milk, Pickle, Salad, Papad, Sweet / Fruit Dish / Juice / Milk Shake / Ice cream

**NOTE:**

- Sweet / Fruit Dish / Juice / Milk Shake / Ice cream shall be served in **limited quantity** per student
- Mess will be closed for two dinner meals preferably on Saturday( except Gajjar Bhavan) only if special meals are served normally once in a week & one Deluxe meal served once in a month.
- In Gajjar Bhavan, mess will run for all days without any extra payment and special meal shall be served normally once in a week
- Seasonal green vegetables should preferably be served in meals
- Paneer preparations shall normally be served twice in a week

**39B.** The following brands of grocery items are permissible to be used.

**Atta:** Navjivan/ Shaktibhog/Ashirwad/Pillusbury/Golden Khazana

**Cottonseed oil/ Sunflower:** Tirupati / Fortune/sunflower

**All type of Masala:** Badshah/Everest/Ramdev/MDH/Kitchen King

**Bread:** Freashup/Order Fresh/Bread liner/Atul

**Ghee/butter:** Amul /Sumul/Sagar/ Mother Dairy

**Tea:** Jivraj/Tata Tea/Taj Mahal/ Brook Bond

**Salt:**Tata/Annpurna

**Besan:** Ramdev/Gai Chaap

**Noodles:** Maggie/Top Roman / Knorr

**Rice:** Good quality colom/any other equivalent to this

**Milk / Curd:** Amul /Sumul

**Note: Only Desi Ghee (brand as mentioned above) must be used daily on chapattis (rotis)**

40. Mess will be not be closed without the prior permission of Chief Warden/Co-chairman at any sort of time.
41. Contractor shall enter into an agreement for execution of this contract as per prevalent rules and regulations of Government of India and shall bear full cost for the same.
42. Subletting of contract is strictly not allowed which can lead to termination of the contract.
43. Undue care of drainage line is to be taken by the contractor. No wastage of food material and any other small vessels like spoons etc. should enter into the drainage line. If found, a penalty of Rs.5000/- will be imposed on to the contractor and will be deducted from the mess bill. Drainage line, if blocked due to same will be maintained/ repaired at his/her own expenses.
44. The hostel messes contract will be awarded according to following hostel/clusters of various hostel messes and each agency is eligible for only one hostel/cluster of mess. All the hostel boys' inmates reserve the right to change the mess for a minimum period of one month. The boys' inmates will have to register on 20<sup>th</sup> of every month from Aug., 2018 onwards, for changing the mess for next month, if required. The boys' inmates will be offered to change the mess on first – cum – first basis as per the maximum capacity of other mess as mentioned below with the same rate and without any charge. In case, hostel inmates, does not register for changing the mess then they will be continued in the allotted existing mess. The choice of changing the mess for girls hostel inmates will be followed same, if need arises.

| Hostel/<br>Clusters* | Name of Hostel mess                                               | Approximate<br>Number of<br>Students | Maximum<br>number of<br>students from<br>other mess | Total**<br>number of<br>students per<br>hostel/cluster |
|----------------------|-------------------------------------------------------------------|--------------------------------------|-----------------------------------------------------|--------------------------------------------------------|
| 1                    | Mother Teresa Bhavan                                              | 550                                  | 50<br>(if required)                                 | 600                                                    |
| 2                    | Swami Vivekanand Bhavan: Mess – 1                                 | 550                                  | 50                                                  | 600                                                    |
| 3                    | Swami Vivekanand Bhavan : Mess – 2,<br>Sarabhai Bhavan            | 350<br>200<br>[550]                  | 100<br>100<br>[200]                                 | 750                                                    |
| 4                    | Gajjar Bhavan : Mess – 1                                          | 550                                  | 50                                                  | 600                                                    |
| 5                    | Bhabha Bhavan : Mess – 1                                          | 550                                  | 50                                                  | 600                                                    |
| 6                    | Gajjar Bhavan : Mess – 2<br>Nehru Bhavan                          | 400<br>150<br>[550]                  | 100<br>100<br>[200]                                 | 750                                                    |
| 7                    | Bhabha Bhavan : Mess – 2<br>(including students of Tagore Bhavan) | 450                                  | 100                                                 | 550                                                    |

\* Tender committee reserves the right to alter Hostel/clusters, if need arises.

\*\* Total number of students per hostel/cluster may vary .

**45. Penalties for violation of rules, terms and conditions**

The caterer will be fined in case of violation of the following rules:

- i. Non-availability of complaint register on the counter / discouraging students from registering complaints would lead to a fine of **Rs. 5000.00** on the caterer / agency.
- ii. Three or more complaints within a two week period of insects and /or foreign object cooked along with food or found in any food item would invite a fine of **Rs. 10,000.00** on the caterer / agency.
- iii. Each instance of complaint of a foreign object that is deemed dangerous by the mess committee would invite fine **Rs. 10,000.00** on the caterer.
- iv. Change in menu of any meal without permission of mess committee would result in a fine of **Rs 5000.00** on the caterer / agency.
- v. Each instance of unprofessional behavior (lack of personal hygiene of staff, misbehavior by worker etc as determined by the mess committee etc) will lead to fine of **Rs. 5000.00** on the caterer / agency.
- vi. Mess staff member are not allowed to use any part of the mess premises for any other purpose. Mess staff members are not allowed to sleep in the mess premises at any time. Each instance of violation will lead to a fine of **Rs. 5000.00** on the caterer / agency.
- vii. If mess committee (student / warden) including chief hostel warden agrees that certain meal was not cooked properly / not maintained cleanness (mess area and utensils) and any others then a fine of **Rs. 5000.00** would be imposed on the caterer / agency.
- viii. Absence of contractor or his representative empowered to take decision from mess committee meetings on due invitation (which will be held approximately once every month) will attract a fine of **Rs. 10,000.00** on the caterer / agency.
- ix. Using of brand not mentioned in the contract without prior permission and/ or adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the mess committee.
- x. **For any rule stated in the agreement,**
  - (a) First violation of the rule or first complaint regarding the quality and test of food implies fine as per the rule.
  - (b) Second and subsequent violations of the same as mentioned in( a) above within **30 days of the previous fine, 50% of previous fine will be added** in the initial amount of the fine on the caterer/ agency.
  - (c) Further, if work is not found satisfactory and fine amount will exceed more than **Rs. 15,000/-(Fifteen Thousand Only)** during contract period then warning letter will be issued from chief hostel warden **with consultation of Co-Chairman COW in Chief Hostel Meeting.**

(d) If any of the above rules are violated 10 times (taken as a total) the contractor will be automatically disqualified and the contract may be terminated. However, this is not the only criteria for termination. The institute reserves the right to terminate the contract at any time, considering the frequency and seriousness of the violations.

**46.** Decision of the **Co-Chairman, COW** will be final and binding to the contractor in case of any dispute arising out with respect to the terms and conditions of this contract.

**47.** Any misleading information may lead to termination of contract.

**Date:**

**Signature  
(Contractor)**

## Schedule – C

### **Terms & Conditions of Hostel Operation Contract**

Hostel staff structure performs the administration of various hostels and keeps the liaison with different sections of the institute for overall wellbeing of hostel inmates. Hostel staff is under administrative control of Co-Chairman, Council of Wardens as executive head of the hostel system. However, the staff of particular hostel is under executive control of the respective Chief Warden. Hostel system as a whole is responsible to the Chairman, Council of Wardens of the Institute. Wardens are responsible for maintenance, Hostel mess and allied work of the entire hostels. Hostel accounts & finance, stock registers, staff records, record of students and correspondence related work is carried out by Hostel Clerks being the overall in-charge of the hostel administration supporting system. Duties of hostel senior supervisor consist of taking attendance of hostel supervisors, report all the disciplinary related issued of hostel, sort out maintenance related problems and to act as overall monitor of hostel attendants and supervisors. Hostel supervisor is responsible for cleaning, fogging, water shortage/ leakage problems/ other maintenance issues in their respective assigned hostel. Hostel attendants are responsible for the cleaning and dusting of rooms and surrounding area as well as maintenance of overall cleanliness / ambience in the hostel premises.

#### **Terms & Conditions:**

Tentative requirement\* of the manpower in various hostels for hostel operations is as under:

| <b>Hostel</b>                          | <b>Hostel/<br/>Cluster</b> | <b>No. of<br/>Rooms</b> | <b>Approximate**<br/>No. of<br/>Students</b> | <b>Hostel*<br/>Supervisors</b> | <b>Hostel*<br/>Attendants</b> |
|----------------------------------------|----------------------------|-------------------------|----------------------------------------------|--------------------------------|-------------------------------|
| Gajjar Bhavan                          | <b>1</b>                   | 581                     | 950                                          | 06                             | 10                            |
| Bhabha Bhavan                          | <b>2</b>                   | 454                     | 800                                          | 05                             | 07                            |
| Swami Vivekanand<br>Bhavan             | <b>3</b>                   | 900                     | 900                                          | 05                             | 10                            |
| Tagore Bhavan                          |                            | 188                     | 200                                          | 01                             |                               |
| Mother Teresa Bhavan<br>(Girls Hostel) | <b>4</b>                   | 800                     | 550                                          | 05                             | 09                            |
| Nehru Bhavan                           | <b>5</b>                   | 190                     | 150                                          | 02                             | 02                            |
| Sarabhai Bhavan                        | <b>6</b>                   | 128                     | 200                                          | 02                             | 02                            |
| Raman Bhavan<br>Narmad Bhavan          | <b>7</b>                   | 98<br>64                | 94<br>-----                                  | 03                             | 05                            |

\* The requirement may vary, as per need. \*\*No. of students may vary in each year

Hostel operation contractor will be finalized based on his / her experience, contracts executed earlier, capacity to provide required manpower of highest integrity and required abilities and other relevant factors as considered appropriate by the tender committee. The Hostel Operation contractor (herein after referred as bidder) is required to note that health, safety and satisfaction of the hostel inmates (students of S.V.N.I.T.) and disciplined and harmonious environment on campus is the prime concern of the hostel section.

On behalf of the students of hostels, the hostel section hereby lays down the following terms and conditions which shall be binding to the bidder.

1. This Hostel operation contract period is 2018 – 2019 for both the semesters with a **fixed charge of 10%** on the pay amount of Hostel supervisors and Hostel attendants. The pay ( salary + benefits( PF +ESI/work compensation policy as per provisions of any other statutory law as applicable/taxes as applicable) will be as per the prevailing government minimum act changing from time to time. The proof of all payments ( incl. benefits) must be provided in the bill. The Hostel operation contractor must have necessary tax registration (e.g. GST registration, etc.) to charge applicable tax on the payment of Hostel supervisors and Hostel attendants. However, the Hostel operation contract will be given initially for three months only. The institute appointed committee will regularly visit the various hostels and collect the feedback of students during the initial period of three months. Based on the committee's report and the decision of hostel authority, the contract may be extended for the further period of both the semesters of 2017 – 2018. However, the contract may be terminated at any point of time if the services are found poor in mess/operation contract. In case of termination, the contract for Annual mess & operation will be given to the other contractor with the immediate effect as per the merit list of contractor following the same terms and conditions.

If hostel inmates and hostel authority is satisfied with the performance of the offered contractor for the above mess contract period, the contract period may be extended without inviting the tender for the period of next academic year.

2. The hostel operation includes housekeeping of students' rooms, furniture, common halls, offices, other rooms, surrounding areas including gardens, terraces, entire hostel premises and helping hostel section in monitoring and control of students' activities in hostels and institute premises as per directives of the hostel section. The contractor will be also responsible for cleaning of the other movable properties like TV, washing machines, DVD systems, PA system, furniture, mattresses, pillows, bed sheets, pillow covers etc in the hostels. In case of any loss or damage, the contractor will have to replace the lost items /carry out necessary repair, subjected to approval and instructions of the Chief Warden / Co-Chairman, Council of Wardens.



3. The contractor will provide manpower as per prescribed qualifications. The list of the prospective candidates will be furnished to the hostel section with required documents in support of their fulfilling the minimum qualifications and will be engaged for the work only after approval of the Co-chairman, Council of Wardens.
4. The contractor is required to provide male staff for boys' hostels and female staff for girls' hostels.
5. Hostel supervisor and Hostel attendant will perform his/her duties for 8 hours in a day. Hostel supervisor(s) for all the hostels are required preferably for 24 hours and all days in a week.
6. The age of hostel attendants and hostel supervisors must be between 18 to 60 years.
7. The hostel attendants and hostel supervisors will be provided dress by the contractor as approved by the hostel section.
8. Smoking and intoxication (drug, alcohol etc.) is strictly prohibited in the Institute premises. Any staff provided by the contractor found involved in any of this activity (storage / carrier/ consumption / supply) will be removed by the contractor immediately.
9. One month notice is required on either side for the termination of the contract service if such a condition arises during the contract period.
10. The contractor will provide required staff (Hostel attendant / Hostel supervisor) during vacation/special circumstances as per requirement of the hostel section at approved rate in the contract.
11. Performance of the hostel attendants / hostel supervisor will be monitored by the hostel section. Contractor will be responsible to ensure satisfactory performance of the staff provided by him / her and will provide replacement of person(s) with unsatisfactory performance within a week's time after being notified to do so by the Co-chairman, Council of Wardens.
12. **Co-Chairman, COW is fully empowered to terminate the contract with a short notice of one week in case of serious lapses found in the execution of this contract / performance of the staff provided by the contractor..**
13. Hostel attendant and Hostel supervisor should be healthy and medically fit. They are required to have a regular check up with the doctor suggested by Co-Chairman, COW. These expenses have to be borne by contractor. If any of the staff provided by the bidder is found medically unfit, he / she may not be given permission to continue his / her duties and the contractor has to replace him / her immediately without fail.
14. Hostel attendants and Hostel supervisors shall perform duties as per instructions from the hostel section. Any disobedience / non-compliance of the instructions from the chief

warden will be viewed seriously and will be brought to the notice of the contractor. contractor will initiate actions recommended by the Co-chairman, Council of Wardens.

15. Contractor shall provide identity card to the staff engaged for hostel operation as per the approved format.
16. Hostel section is not responsible to provide accommodation / food etc. to the staff engaged, however, depending on the nature of duty and availability of space, limited basic bachelor shared accommodation will be offered to the staff. The accommodation offered will not be considered as right of the staff engaged and will have to be vacated on termination of this contract or as informed by the hostel authority whichever is earlier.
17. Contractor shall provide wages to the staff provided for hostel operation not less than the minimum wages prescribed by the competent authority of the Government of India / Government of Gujarat.
18. Incentives may be offered to the hostel supervisors/ hostel attendants by the hostel section in addition to the wage paid by the contractor with exceptional performance as decided by the Co-chairman, Council of Wardens.
19. Contractor shall provide mobile phone connectivity to all the hostel supervisors for which no extra payment will be made by the hostel section.
20. The attendance record of the staff engaged will be maintained by the hostel section and will be considered valid for payment of monthly bill.
21. The payment of the contractor will be made by Chief Hostel Warden / Co-Chairman, COW against production of the bill within 15 days after depositing the bill.
22. The payment to the contractor/calculation of bill would be based on actual days of engagement of the staff. Deductions against absence will be made on actual basis.
23. Appropriate penalty for unsatisfactory performance of the specified duties may be recovered from the contractor as decided by the Council of Wardens.
24. Contractor is required to deposit an amount of **Rs.1,00,000/-** (Rupees lac only) towards security deposit within stipulated time, if his / her offer is accepted. In case of premature termination of the contract the security deposit (both mess and hostel operation) shall be forfeited by the hostel section.
25. At present this contract period is for 2018-2019 for both the semesters. If hostel inmates and hostel authority is satisfied with the performance of the contractor, the contract period may be extended without inviting the tender for the period of next academic year.
26. The person considered and engaged for the work of hostel supervisor shall possess following minimum qualifications and desirable qualities:

- Educational Qualification: Graduation in any field (Preference will be given for the skill computer knowledge)
  - Able to read and write Hindi, English and Gujarati languages.
  - Having elementary knowledge of computer and typing.
  - Honest, hardworking and positive attitude person.
  - He should be having **clear police verification** / consistently good performance in the working place.
- 27.** The persons considered and engaged for the work of hostel attendant shall possess following minimum qualifications:
- He/ She should be able to read and write in Hindi / Gujarati
  - He/ She should be having **clear police verification** / consistently good performance in the hostel system.
- 28.** Duties of the Hostel Supervisor shall be as under:
- To keep the liaison with hostel clerk and estate section for maintenance and cleaning of hostels.
  - To assist hostel clerk in upkeep of the records of all registers (Dead Stock, expandable, consumable, non-consumable etc.)
  - To keep the records of attendance / performance of hostel attendant and sweepers.
  - To keep all the records of maintenance of electrical instruments / installations.
  - To monitor activities of hostel inmates in hostel and institute campus.
  - To attend medical emergencies / incidents of indiscipline on / outside campus.
  - Any other duty assigned by the chief warden.
- 29.** Cleaning of students' rooms shall be carried out regularly with dusting and floor cleaning liquid. Common rooms and offices will be cleaned daily.
- 30.** Contractor shall ensure thorough washing of bed sheets and pillow covers on request and washing must be with the washing powder of specified brand (Surf / Ariel or equivalent).
- 31.** The contractor is required to maintain the details / records of all his / her employees. This information along with their photographs shall be submitted to the Hostel-Section in the prescribed format. Contractors are required to submit their information along with their bio-data, necessary documents, address proof(preferably Adhar card) and contact details within one week after the award of the contract. The operation staff cannot be changed /replaced temporarily without the prior permission of Council of wardens. Operation staff and the contractor cannot use two/four wheelers without the prior permission of Director, SVNIT.

32. Contractors will monitor regularly the drinking water quality, cleaning of Under Ground(UG) & Over Head(OH) water tanks, fogging, Fire Extinguisher, cleanliness of hostel & its surrounding in liaison with the estate section.  
Any penalties/notices issued by SMC for unhygienic conditions or for any other matter in or outside premises of allotted hostel will be the liability of contractor.
33. Liability / responsibility in case of any accident causing injury/ death to any of his staff shall be of the contractor. The Hostel Section / Institute authority shall not be responsible by any means in such cases.
34. The bidder shall not employ any mess worker whose track record is not good. He / She should not have involved in any crime / offence / police case.
35. The contractor has to follow all labour laws / government laws in regard of employing the mess workers. The contractor shall be solely responsible for any dispute / violation of labour laws / government laws.
36. The contractor shall be completely responsible for appropriate behavior of the staff/worker engaged. If it is found that any staff / worker has misbehaved with any of the hostel inmates / hostel staff, he/she has to take action as suggested by the warden under intimation to the Chief Warden/ Co-Chairman, COW.
37. Decision of the **Co-Chairman, COW** will be final and binding to the contractor in case of any dispute arising out with respect to the terms and conditions of this contract.
38. Contractor shall enter into an agreement for execution of this contract as per prevalent rules and regulations of Government of India and shall bear full cost for the same.
39. Hostel operation contract will be allotted at **least one hostel/cluster** to each of operating agency.
40. Any misleading information may lead to termination of contract.

**Note:**

**The extension/termination of the offered contract will be subject to the performance of mess and/or operation contract.**

**Date:**

**Signature  
(Contractor)**

**Schedule – D**  
**Sample Mess Menu**<sup>#</sup>

| DAY              | MONDAY                                                                                    | TUESDAY                                                                               | WEDNESDAY                                                                 | THURSDAY                                                                          | FRIDAY                                                                  | SATURDAY                                                                         | SUNDAY                                                                                                               |
|------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>BREAKFAST</b> | Vada Sambhar<br>Tea/Coffee/Milk                                                           | Dabeli<br>Tea /<br>Coffee/Milk                                                        | Puri Bhaji<br>Tea/Coffee/Milk                                             | Alu Tikki<br>Chhole<br>Tea/Coffee/Milk                                            | Idli Sambhar<br>Tea /<br>Coffee/Milk                                    | Veg. Cutles<br>Tea /<br>Coffee/Milk                                              | Samosa<br>Tea /<br>Coffee/Milk                                                                                       |
| <b>LUNCH</b>     | Bhindi Alu,<br>Rajma,<br>Roti, Dal,<br>Rasam,<br>Jeera Rice,<br>Dal, Salad                | Chhole, Roti,<br>Dal, Rice,<br>(lemon)<br>Chhas,<br>Onion,<br>Sprouted<br>Mung, salad | Alu Baigan fry,<br>Chana Masala<br>Roti, Dal, Rice,<br>Raita, salad, curd | Alu Gobi, Rajma,<br>Roti,<br>Dal, Curdrice,<br>Salad                              | Alu Tindoda fry,<br>Roti, Dal, Rice,<br>Onion,<br>Chhas, Mung,<br>salad | Sev Tomato,<br>Chana Dal,<br>Roti, Dal, Rice,<br>Dahi, salad                     | Jeera ALu,<br>Chhole, Puri,<br>Kadhi, Pakoda,<br>Pulao, Finger<br>Chips, Sweet,<br>Salad, Papad,<br>Green Chilly fry |
| <b>DINNER</b>    | Alu paratha,<br>Dahi, Imli Chatni,<br>Butter Dal Palak,<br>Rice,<br>Salad, Lemon,<br>Dal. | Dam Alu,<br>Methi Paratha,<br>Dal, Rice,<br>Salad, Lemon.                             | Mutter Paneer,<br>Roti, Dal, Pulao,<br>Salad, lemon                       | Chhole, Puri,<br>Dal, Rice,<br>Salad, Lemon,<br>Green Chilly Fry,<br>Fruit Salad. | Egg / Paneer,<br>Roti, Sambhar,<br>Rice, Salad,<br>Lemon.               | Mix Veg. Roti,<br>Kadhi, Khichdi,<br>Pain Rice, Salad,<br>Lemon, Papad,<br>Shira | Rajmah, Roti,<br>Dal, Rice, Onion,<br>Lemon.                                                                         |

**Note: Item provided from outside Curd/ Sweet / Papad are limited and Ice cream on every Sunday or once in a week. Non-veg items to be served on the basis of the application received by the hostel students.**

**Corn flakes, bread butter is compulsory in breakfast every day.**

# Actual mess menu may vary from hostel to hostel as decided by respective hostel mess committee members/ Chief warden

**Schedule –E**

**List of Technical bid documents**

| <b>Sr. No.</b> | <b>Descriptions</b>                                                                                | <b>Information to be filled by the tendered (required separate sheets may be enclosed)</b>                                                                                                  |                                                                                                                                                                 |
|----------------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.             | Name and Address of firm/agency with complete contact details.<br>(Registered Office & Contractor) | Name of firm/agency:<br>_____<br>_____<br>Registered Office Address:<br>_____<br>_____<br>_____<br>_____<br>_____<br>Contact No.<br>(O) _____<br>(R) _____<br>(M) _____<br>E-mail:<br>_____ | Name of Contractor:<br>_____<br>_____<br>Address:<br>_____<br>_____<br>_____<br>_____<br>Contact No.<br>(O) _____<br>(R) _____<br>(M) _____<br>E-mail:<br>_____ |
| 2.             | Specify the type of Organization ( e.g. proprietorship, partnership, private, limited, etc.)       | Type of organization:<br>_____                                                                                                                                                              | Copy enclosed : Y / N<br>Page No. _____ to _____                                                                                                                |

|    |                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3. | Name and Address of the Directors/<br>Proprietor/ Partners | <p>Name &amp; Address of the Director:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Contact No.</p> <p>_____</p> <p>E-mail Id:</p> <p>_____</p> <p>Name &amp; Address of the Proprietor:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Contact No.</p> <p>_____</p> <p>E-mail Id:</p> <p>_____</p> <p>Name &amp; Address of partners:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Contact No.</p> <p>_____</p> <p>E-mail Id:</p> <p>_____</p> |
|----|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|    |                                                                             |                                                                                                                                                                                                                                                                                                                                                     |                                                                                                        |
|----|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
|    |                                                                             |                                                                                                                                                                                                                                                                                                                                                     |                                                                                                        |
| 4. | Valid Food License of firm/agency                                           | Food License No.<br>_____                                                                                                                                                                                                                                                                                                                           | Copy enclosed : Y / N<br>Page No. _____ to _____                                                       |
| 5. | PF Registration No. of firm/agency                                          | PF Registration No.<br>_____                                                                                                                                                                                                                                                                                                                        | Copy enclosed : Y / N<br>Page No. _____ to _____                                                       |
| 6. | GST Registration No. of firm/agency                                         | GST Registration No.<br>_____                                                                                                                                                                                                                                                                                                                       | Copy enclosed : Y / N<br>Page No. _____ to _____                                                       |
| 7. | PAN No. of firm/agency                                                      | PAN No.<br>_____                                                                                                                                                                                                                                                                                                                                    | Copy enclosed : Y / N<br>Page No. _____ to _____                                                       |
| 8. | ESIC Registration No. of firm/agency                                        | ESIC Registration No.<br>_____                                                                                                                                                                                                                                                                                                                      | Copy enclosed : Y / N<br>Page No. _____ to _____                                                       |
| 9. | Experience of firm/agency in <b><u>mess/canteens/catering</u></b> services. | (i)<br>Total No. of years of experience in <b><u>mess/canteens/catering</u></b> services in Govt./Private sector<br>_____<br>From _____ to _____<br>(ii)<br>Total No. of years of experience in <b><u>mess/canteens/catering</u></b> IITs/ NITs /IIMs /IITs and Other central funded institute for not less than 250 people on its dining strength. | Copy enclosed : Y/ N<br>Page No. _____ to _____<br><br>Copy enclosed : Y/ N<br>Page No. _____ to _____ |



|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                 |                                                                                                                        |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | From _____ to _____                                                                                                                                                                                                                                                                                             |                                                                                                                        |
| 10. | Annual Turnover during years <b>2015-16, 2016-17</b> and <b>2017-18</b> for running of the <b><u>canteens/ mess/catering.</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Turn over during 2015-16<br>Rs. _____<br>Turn over during 2016-17<br>Rs. _____<br>Turn over during 2017-18<br>Rs. _____<br>Average financial turn over (gross) of three years<br>Rs. _____                                                                                                                      | Attested copy of Audit Report / C. A. Certificate of each year.<br><br>Copy enclosed : Y/ N<br>Page No. _____ to _____ |
| 11. | Completion certificate of all the previous work order and it should be certified by a responsible person from the concerned organization.<br><br>If the work order for the year 2017-18 is at <b>one or more</b> institute at the level of IITs/ NITs /IIMs /IIITs and Other central funded institute for not less than 250 people on its dining strength then sealed performance certificate up to 31 <sup>st</sup> May,2018 must be submitted for each institute as per Annexure – II. Otherwise, no marks will be given by the Tender Committee of SVNIT, Surat in Part B, Sr.No.01 of Schedule G. | Completion certificate<br>From _____ to _____<br><br>Sealed Performance certificate for the year 2017-18( up to 31 <sup>st</sup> May,2018) at IITs/ NITs /IIMs /IIITs and Other central funded institute for not less than 250 people on its dining strength.<br>Institute and Mess:<br>_____<br>_____<br>_____ | Copy enclosed : Y/ N<br>Page No. _____ to _____<br><br>Sealed performance certificate enclosed :<br>Y/ N               |
| 12. | Bank Solvency Certificate of the firm/agency of Nationalized Bank / Scheduled Bank of current financial year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Rs. _____                                                                                                                                                                                                                                                                                                       | Copy enclosed : Y/ N<br>Page No. _____ to _____                                                                        |

|     |                                                                                                |                             |                                                |
|-----|------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------------------|
| 13. | Total number of employees of firm/agency with their EPF number of the firm of last six months. | No. of employees :<br>_____ | List enclosed : Y/ N<br>Page No. _____to_____  |
| 14. | Income Tax Return of firm/agency for the last Three financial years                            | <b>2014-15</b>              | Copy enclosed : Y / N<br>Page No. _____to_____ |
|     |                                                                                                | <b>2015-16</b>              | Copy enclosed : Y / N<br>Page No. _____to_____ |
|     |                                                                                                | <b>2016-17</b>              | Copy enclosed : Y / N<br>Page No. _____to_____ |
| 15. | Details of Tender Fee<br><br>(Rs._____)                                                        | DD No.                      | Date                                           |
|     |                                                                                                | Name of Issuing Bank:       |                                                |
| 16. | Details of Earnest Money Deposit<br><br>(Rs._____)                                             | DD No.                      | Date                                           |
|     |                                                                                                | Name of Issuing Bank:       |                                                |
| 17. | Any other information                                                                          |                             |                                                |

**Schedule – F**  
**Pre-Qualification criteria (Minimum Eligibility Criteria)**

| Sr. No. | Minimum Eligibility Criteria                                                                                                                                                                                                                                                                                                                                                                                      | Proof Attached<br>Y/N | Proof Attached<br>at page<br>No. |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------------------|
| 1.      | Valid Food License of firm/agency                                                                                                                                                                                                                                                                                                                                                                                 |                       |                                  |
| 2.      | PF Registration No. of firm/agency                                                                                                                                                                                                                                                                                                                                                                                |                       |                                  |
| 3.      | GST Registration No. of firm/agency                                                                                                                                                                                                                                                                                                                                                                               |                       |                                  |
| 4.      | PAN No. of firm/agency                                                                                                                                                                                                                                                                                                                                                                                            |                       |                                  |
| 5.      | ESIC Registration No. of firm/agency                                                                                                                                                                                                                                                                                                                                                                              |                       |                                  |
| 6.      | Minimum Five Years experience of firm/agency on continuous basis from 2013-14 to 2017-18 in <u>mess/canteens/catering</u> services in Govt./Private sector out of which at least Three Years should be at the level of IITs/ NITs /IIMs /IITs and Other central funded institute for not less than 250 people on its dining strength.                                                                             |                       |                                  |
| 7.      | Minimum Average Annual Turnover of the firm/agency of Rs. 50 lacs (Fifty lacs Only) during last three years for running of the <u>canteens/ mess/catering</u> . (Attested copy of Audit Report / C. A. Certificate of last Three years 2015-16, 2016-17 and 2017-18)                                                                                                                                              |                       |                                  |
| 8.      | Firm/agency should not be black listed / Debarred in past from the Union/State Government or Organization all over India. (Recent Notarized undertaking must be required for current financial year i.e. <b>2018-2019</b> as per Annexure-I                                                                                                                                                                       |                       |                                  |
| 9.      | Bank Solvency Certificate of firm/agency of Nationalized Bank / Scheduled Bank (Rs. 80 lacs) of current financial year.                                                                                                                                                                                                                                                                                           |                       |                                  |
| 10.     | Satisfactory completion certificate of every work order of each institute/organization from 2013-14 to 2017-18. Satisfactory performance certificate of every work order, if the work order for the year 2017-18 is at <b>one or more</b> institute of hostel at the level of IITs/ NITs /IIMs /IITs and Other central funded institute for not less than 250 people on its dining strength as per ANNEXURE – II. |                       |                                  |

**Instructions:**

- (a) All the documents should be self attested.
- (b) The firm/agency who does not meet the above mentioned **Pre-Qualification Criteria (Schedule F)** will not be considered for further evaluation. No communication will be entertained for such firm/agency.

Date:

Place:

Stamp & Seal:

(Signature of the Contractor)

Name:

**Schedule – G**  
**Technical Evaluation Criteria**

| Sr. No                                                                        | Particulars                                                                                                                                                                                                          | Allocation of Marks | Maximum Marks | Marks obtained |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------|----------------|
| <b>Part A : To be filled by the bidder</b>                                    |                                                                                                                                                                                                                      |                     |               |                |
| <b>01</b>                                                                     | <b>Firm's Experience</b> in the canteens/mess/catering services                                                                                                                                                      |                     | <b>10</b>     |                |
|                                                                               | > 5 Years - 7 years                                                                                                                                                                                                  | <b>03</b>           |               |                |
|                                                                               | > 7 years - 10 years                                                                                                                                                                                                 | <b>05</b>           |               |                |
|                                                                               | > 10 Years                                                                                                                                                                                                           | <b>10</b>           |               |                |
| <b>02</b>                                                                     | <b>Average Annual turn-over (gross) of the Firm for catering services (in the last 3 years)</b>                                                                                                                      |                     | <b>20</b>     |                |
|                                                                               | Less than Rs. 200 Lakhs                                                                                                                                                                                              | <b>10</b>           |               |                |
|                                                                               | Above Rs. 200 Lakhs                                                                                                                                                                                                  | <b>20</b>           |               |                |
| <b>03</b>                                                                     | <b>Bank Solvency (Mess contract)</b>                                                                                                                                                                                 |                     | <b>20</b>     |                |
|                                                                               | Less than Rs. 100 Lakhs                                                                                                                                                                                              | <b>10</b>           |               |                |
|                                                                               | Above Rs. 100 Lakhs                                                                                                                                                                                                  | <b>20</b>           |               |                |
| <b>04*</b>                                                                    | Firm's experience in the canteens/mess/catering services for providing breakfast, lunch and dinner for a minimum strength of 250 persons or more at the level of IITs/NITs/IIMs/IITs/Other central funded institute. |                     | <b>30</b>     |                |
|                                                                               | 3 to 10 years                                                                                                                                                                                                        | <b>20</b>           |               |                |
|                                                                               | More than 10 years                                                                                                                                                                                                   | <b>30</b>           |               |                |
| <b>05**</b>                                                                   | Total number of employees( $n$ ) with their EPF number of the firm of last six months. <b>(2017-2018)</b>                                                                                                            |                     | <b>10</b>     |                |
|                                                                               | If number of staff( $n$ ) is $10 \leq n \leq 25$                                                                                                                                                                     | <b>03</b>           |               |                |
|                                                                               | If number of staff( $n$ ) is $26 \leq n \leq 40$                                                                                                                                                                     | <b>07</b>           |               |                |
|                                                                               | If number of staff( $n$ ) is $n > 40$                                                                                                                                                                                | <b>10</b>           |               |                |
| <b>Total technical score out of 90</b>                                        |                                                                                                                                                                                                                      |                     | <b>90</b>     |                |
| <b>Part B : To be filled by the Tender Evaluation Committee, SVNIT, Surat</b> |                                                                                                                                                                                                                      |                     |               |                |
| <b>01</b>                                                                     | Evaluation of Performance Certificate submitted as per Annexure – II                                                                                                                                                 | <b>10</b>           | <b>10</b>     |                |
| <b>Total technical score out of 100 [ A + B ]</b>                             |                                                                                                                                                                                                                      |                     | <b>100</b>    |                |

\* Satisfactory completion/ongoing certificate of the work for each year will be required along with a copy of the valid work order to substantiate the fact of having experience. Self-certified certificate will not be treated as valid document and no marks will be given for the same.

\*\* List of Full Time Contractual staff on the Roll of establishment with their EPF number mentioned against each is to be submitted on the letter head of the agency. (ECR copy for last six months in support of EPF submitted is compulsory). Put up the details of man power deployed for a particular work order.

Only the technical bids of the firms, which meet the prequalification criteria, would be taken up for detailed evaluation. In the case of non- fulfillment of minimum pre-qualification criteria (**Schedule F**) in each category of the technical bid, the bid of the contractor shall be rejected. All the tender documents as per **Schedule F** should be self attested otherwise tender document will not be considered for further evaluation.

The tender of the firm meeting the pre-qualification criteria would be evaluated by the committee as per **Schedule G** and a merit list will be prepared accordingly. Merit list will be made for those firms who secured at least **60 marks** out of 100 marks in the Technical Evaluation criteria. The merit list of contractors depending upon technical evaluation criteria will be declared and will be awarded to the **first seven** contractors for only one hostel/cluster of Mess & Hostel operation contract as per the terms and conditions mentioned in **Schedule B** and **Schedule C**. The sample menu is attached on **Schedule D**.

**Tie-Breaking Clause:**

In case two or more contractor score equal marks in their total technical score then merit list will be made based on their total marks as per **Sr. No. 1+2+3 of Part A of Schedule G**. If the tie remains further, then the tie-breaking will be done by considering marks obtained / No. of years of Firm's experience in the canteens/mess/catering services for providing breakfast, lunch and dinner for a minimum strength of 250 persons or more on a continuous basis at the level of IITs/NITs/IIMs/IITs/Other central funded institute as per **Sr. No. 4 of Part A of Schedule G**. If the tie remains further, then the tie-breaking will be done by considering marks obtained in **Sr.No. 1 of Part B of Schedule G**. Subsequently, the number of staff as per **Sr.No. 5 of Part A of Schedule G** will be considered, if still required for tie- breaking. If the tie still persist then the merit list sequence will be decided by either toss of a coin ( in case tie-breaking amongst two) or by draw system ( in case tie-breaking amongst more than two) in the presence of the concerned contractors.

### **Undertaking**

I hereby certify that all the information's furnished in the tender document are true to the best of my knowledge and belief. I have no objection to institute verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that, I have understood all the scope of work, terms and conditions and instructions indicated in the tender document and hereby accept all the same completely.

I understand that misleading or wrong information supplied may lead to summarily rejection of tender document/award of the contract.

Date:

Place:

Stamp & Seal:

**(Signature of the Contractor)**

**Name:**

**ANNEXURE – I**

**Declaration regarding warning /blacklisting taking part in Tender**

(To be executed & attested by public Notary / Executive Magistrate on Rs. 10/- non judicial Stamp paper by the Contractors /Tenderer)

I / We \_\_\_\_\_ (Contractors /Tenderer ) hereby declare that the Contractors / tenderer / agency namely M/s. \_\_\_\_\_ has not been warned or blacklisted in the past by Union / State Government or private organization from taking part in Government tenders /private tenders in India and should not have any litigation in any of the labor courts.

**Or**

I / We \_\_\_\_\_ ( Contractors /Tenderer) hereby declare that the firm / agency namely M/s. \_\_\_\_\_

Was warned or blacklisted by Union / State Government or any Organization from taking part in Government tenders for a period of \_\_\_\_\_

Years w.e.f. \_\_\_\_\_ to \_\_\_\_\_ The period is over on \_\_\_\_\_

\_\_\_\_\_ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false I/We are fully aware that the tender / contract will be rejected / cancelled by Director, SVNIT, Surat, and EMD / performance security shall be forfeited.

In addition to the above, Director, SVNIT, Surat, will not be responsible to pay the bills for any completed/ partially completed work.

**DEPONENT**

**Attested:**

( Public Notary / Executive Magistrate )

Name : \_\_\_\_\_

Address : \_\_\_\_\_

**ANNEXURE – II**  
**PERFORMANCE CERTIFICATE**  
**2017 – 18**

**Confidential**

**(To be submitted by at the level not less than Chairman/Head (Hostel Management Committee)/Dean(Student Welfare/Affairs) to the contractor in a sealed cover)**

(Firm's experience in the canteens/mess/catering services for providing breakfast, lunch and dinner for a minimum strength of 250 persons or more at the level of IITs/NITs/IIMs/IIITs/Other central funded institute.)

**Note:** (i) Strike off whichever not applicable. (ii) This performance certificate is required for the evaluation by tender committee of SVNIT, Surat for allocating maximum marks out of 10 as per Schedule – G( Part B, Sr. no. 1) of tender document vide no. Hostel/306 /2018-19 dated 21/06/18. The correct information in the performance certificate will help the tender committee of SVNIT, Surat for fair evaluation.

This is to certify that \_\_\_\_\_(Name of the firm) has been offered Mess contract for the period of one/two semesters of academic year/financial year 2017 – 18 in \_\_\_\_\_(Name of the Mess & Hostel) at \_\_\_\_\_(Name of the institute) vide work order no. \_\_\_\_\_dated \_\_\_\_\_. The performance of the Mess contract till **31<sup>st</sup> May,2018** in the following basic parameters is as under: ( Tick (√) at the appropriate places)

| Sr.No. | Parameters                                                 | Very poor | Poor | Good | Very good | Excellent |
|--------|------------------------------------------------------------|-----------|------|------|-----------|-----------|
| 1.     | Hygiene maintained for cooking/dinning/utensils/Mess staff |           |      |      |           |           |
| 2.     | Food quality                                               |           |      |      |           |           |
| 3.     | Quality of food items like vegetables/oil/groceries        |           |      |      |           |           |
| 4.     | Managerial skills of deputed Mess Manager                  |           |      |      |           |           |
| 5.     | Mess Manager & staff behavior                              |           |      |      |           |           |

Any warning letter/s issued : Y/N.

Is overall performance satisfactory: Y/N

Signature & stamp of  
Warden  
(\_\_\_\_\_Hostel)  
(Mess/Mess-1/Mess-2)

Signature & stamp  
of Chief Warden  
(\_\_\_\_\_Hostel)  
(Mess/Mess-1/Mess-2)

Signature & stamp of  
Chief Warden  
(\_\_\_\_\_Hostel)  
(Mess/Mess-1/Mess-2)

Signature & stamp of  
Co-Chairman, Council of  
Warden/  
Head/Chairman of Hostel  
Management Committee

Signature & stamp of  
Dean  
(Student Welfare/Affairs)

Place:\_\_\_\_\_

Date:\_\_\_\_\_

Seal of the institute



## ANNEXURE – III

### Declaration in regard of Labour License

(To be executed & attested by public Notary / Executive Magistrate on Rs. 10/- non judicial Stamp paper by the Contractors /Tenderer)

### CERTIFICATE BY CONTRACTOR

I Certify that \_\_\_\_\_ as a contractor vide work order No. \_\_\_\_\_ dated \_\_\_\_\_ for providing \_\_\_\_\_ at \_\_\_\_\_

\_\_\_\_\_ (Name of the Institute) undertake to be bound by all the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 (37 of 1970) and the Contract Labour (Regulation and Abolition) Central Rules, 1971 in so far as the provisions are applicable to me in respect of the employment of Contract Labour by the applicant in my establishment. The engagement of contract labour in the said work is not prohibited under sub section (1) of section 10 of the Contract Labour (Regulation and Abolition) Act, 1970 (37 of 1970) or an award or a settlement.

**Registration Certificate No:** \_\_\_\_\_

I/We endorse that all provisions of labour contracts shall be ensured by me/us.

#### DEPONENT

#### Attested:

( Public Notary / Executive Magistrate )

Name : \_\_\_\_\_

Address : \_\_\_\_\_