

HOSTEL SECTION

TENDER DOCUMENT

Hostel Section/ 165 /2025-26, Dated:23-05-2025



Name of Work	: Mess and Hostel Operation Contract for Various Hostels at SVNIT, Surat
Earnest Money Deposit (EMD)	: Rs. 1,50,000/-
Issue of tender/Download	: 27/05/2025
Receipt of Tender	: 26/06/2025 up to 5:00 PM



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

Surat

Earnest Money Deposit (EMD): Rs. 1,50,000/-

The tender document has **40** pages. The contents of the tender document are as follows:

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SCHEDULE – A

Important Dates

- | | | |
|--|---|-------------------------------|
| 1. Starting date of downloading the Tender | : | 27/05/2025 |
| 2. Pre-Bid Conference | : | 02/06/2025
(4:00 PM) |
| 3. Last date of receipt of Tender | : | 26/06/2025
(up to 5:00 PM) |
| 4. Date of opening of tender documents | : | 27/06/2025
(10:30 AM) |

Important Instructions:

All the Bidders 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. Bidders can download the tender document from Central Public Procurement Portal (CPPP) (e-publishing) or from the Institute's website under section: **Tenders and Enquiries**
2. Bidders/Contractors may send their offer under **Registered Post/Speed Post/Courier/Hand delivery** mentioning over the envelop **Mess and Hostel Operation Contract for Various Hostels at SVNIT, Surat** so as to reach to the following address on or before **26/06/2025 up to 5:00 PM** only. However, Hostel Section, SVNIT, Surat accepts no responsibility for offers received after the due date and time.

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

3. Bidders 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 meeting will be held on **02/06/2025 at 4:00 PM** in the offline mode with the purpose of answering any questions of interested Bidders/Contractors. The Bidders are required to send their queries one day before of scheduled pre-bid meeting by email to adean_sw@svn timer.ac.in (as per the Annexure-IV).
5. A demand draft of **Rs. 1,50,000/- (Rupees: One Lakh Fifty Thousand Only)** towards **Earnest Money Deposit (EMD)** from a Nationalized bank/Schedule Bank in favor of **“Director, SVNIT, MHRD Fund”** payable at **Surat** placed in a separate envelope marked **“Earnest Money Deposit (EMD)”** should accompany tender bid documents. The demand drafts should be valid for 90 days. The Bids received without the EMD will be rejected. EMD in any other form is not acceptable. The EMD of the bidders is liable for forfeiture as per the terms of the Bid document in case of any default. EMD shall bear no interest.
6. EMD Exemption - As per Government norms. In the case of NSIC/MSE bidders seeking exemption from EMD, they shall submit latest NSIC/MSE UDYAM certificate.

7. No bidder shall be allowed to withdraw after submission of the tender; otherwise, the EMD submitted by the bidder would stand forfeited. In case, the successful tenderer declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so ever reasons, his/her EMD will be forfeited.
8. EMD of the unsuccessful bidder will be refunded without any interest within 90 days from the last date of submission of the tenders.
9. The Bidder 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 further evaluation. All documents should be flapped and Bidder should fill the marks as per the attached proof.
10. 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 EMD/ latest NSIC/MSE UDYAM certificate
 - **Sealed cover – III** should include sealed performance certificate of every work order in **one or more institutes for the year 2024-25** 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.

11. Award of mess and hostel operation contract:

- i) The institute will award the Mess and Hostel operation contract as per the following procedures:
 - a) The Bidder who 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 Bidders depending upon technical evaluation criteria will be declared and will be awarded to the **Six** Bidders/Contractors for only one hostel/cluster of Mess & Hostel operation contract. The Council of Wardens (CoWs) reserves the right to offer one hostel/cluster of Mess & Hostel operation contract to the Bidders 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 Bidder shall submit **Security Deposit** of **Rs. 5,00,000/-** (Rupees: Five Lakh only) for Mess and Hostel Operation Contract in the form of Demand Draft from any Nationalized/Scheduled Bank. Failure to comply with this requirement shall constitute sufficient grounds for the cancel of the award.
 - iv) Bidder has to submit the proof of applying the Food license from SMC and labor license within 10 days of issue of work order from Hostel Section. Bidder will be solely responsible for any sort of consequences arises due to it.
 - v) Mess and hostel 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. 16 & 21**).
 - vi) Only single work order will be issued for both Mess and Hostel Operation.
 - vii) If at any stage the involvement of the Bidder in any uncalled-for activity is found, inside or outside the premises of the Institute, which may bring disrepute to the Institute, the Contract is liable to be terminated by the Competent Authority by giving one month's notice. In case Bidder wants to terminate the contract, he/ she has to give a minimum three months' notice. In case of premature termination of the contract, the security deposit shall be forfeited by the hostel section.
12. **Submitted** tender would be valid for **six months** from the tender due date.
 13. In general, certificates/documents are required for **last three consecutive years from 2021-22, 2022-23, and 2023-24** for running of the **canteens/mess/catering** for Schedule E, F, and G.
 14. In case of Pandemic situation arises like COVID etc., there may be possibility that students may not be available at the allotted Mess/cluster. In that case, the mess facility will be temporarily suspended. However, the hostel operation will be continued. Also, **there will be no financial implication on the part of hostel section while mess will not be operational due to non-availability of the students.**
 15. **All** disputes shall be subject to **Surat** Jurisdiction only.
 16. **Amendment to Expression of Interest (EoI)/Tender Document:** At any time prior to the deadline for submission of bids, SVNIT Surat may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder/contactors or as an outcome of Pre-Bid meet, modify the EoI/Tender documents by Corrigendum. The same would also be hosted on the website of the SVNIT Surat and all prospective bidders are expected to surf the website before submitting their bids to take cognizance of the amendments, if any.

**Co-Chairman
Council of Wardens (CoWs)**

SCHEDULE – B

Terms and Conditions of Mess Contract

Mess bidder/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. 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 Section 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 2025-26 with fixed **comprehensive menu rate of Rs. 110/- per day**. The rate so fixed is inclusive of manpower cost, gas bill, electricity bill etc. and exclusive of all taxes, duties, and levies etc., imposed by the State/Central Government and Local Bodies. The mess contract will be awarded initially for one year. Based on the satisfactory performance of the Contractor, the contract may be extended for the further period of maximum 24 months at the sole discretion of CoWs with the existing/revised rates. 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 mess and hostel operation may 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 discretion of the CoWs 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.
- 2. Mess and other facilities for execution of the contract**
 - a.** Mess facilities consisting of kitchen and dining halls will be provided by the Institute at all the locations. Prospective Contractor may inspect available facilities with prior appointment. They may contact Hostel Section office for this purpose (at specified time). The hostel is going to provide furniture (benches/stool & tables). Some of the kitchen equipment may be provided in small mess. However, it will be the sole responsibility of the Caterer to arrange utensils and equipment required for cooking food in kitchen(s), and serve it in dining halls. Caterer shall not make any demand for any extra equipment and utensils for food preparation and catering. Kitchen equipment available in the hostel by the Institute can be utilized by the Caterer in small hostel. Daily maintenance of the equipment is the sole responsibility of the Caterer. Caterer will bear the complete cost of the repairing and maintenance of the issued equipment. It is the responsibility of the caterer to return back all the issued equipment and utensils, if any, in the working condition at the end of contract. For serving food, the Caterer needs to use their own stainless-steel jugs, plates, cutleries, and glasses. Use of any polyethylene utensils is strictly prohibited in the mess. Drain connected to the kitchen area needs to be cleaned on a regular basis by the caterer. If the caterer fails to clean, then the hostel office will arrange for immediate cleaning and the cost with appropriate penalty will be deducted from the mess bill.

- b. The contractor shall make available the following modern kitchen equipment and necessary utensils for cooking the food per 250 strengths of the allotted students in the mess at their own expenses. This equipment and utensils shall be the property of the contractors only and their repair and maintenance shall be carried out by the contractor at their own expenses. Mess equipment and utensils that the contractor shall make available are **Potato peeler (Capacity: 20kg.), Refrigerator with AC supply with the equal to or more than 800Ltr/ big capacity, Roti Bhatthi with separate plane Buffer (Iron), Veg Cutting Machine (SS), Atta Machine Iron and SS, Gas stove, Bruner-3 Gas Stove (SS-stainless steel, Pulverize Machine etc. and the necessary cooking utensils like big and small tapelo etc. The contractor has to ensure the sufficient kitchen equipment available so that the preparation and cooking of mess food should not suffer during the contract period.** However, Mess equipment and utensils available, if any, with the hostel office in existing condition shall be provided to contractors with conditions in mentioned in part a, preferably for the small capacity hostels.

3. Following shall be the responsibilities of the Caterer regarding hygiene and cleanliness:

- i) Personal & Food hygiene (it includes personal cleanliness of mess workers, general health, fitness, dress code in the kitchen)
- a. The food must be prepared in clean, hygienic and safe conditions. The food served in the mess should follow acts and rules as prescribed by the Food Safety and Standards Authority of India.
 - b. The serving persons must wear gloves, caps, and aprons while serving the food. Handling of food with bare hands is strictly prohibited.
- ii) Kitchen hygiene (it includes work area hygiene and equipment hygiene)
- a. The kitchen, dining hall, hand wash area, dish washing area etc. will be washed with water and soap solution and mopped, after every meal (breakfast, lunch, and dinner). The areas will be disinfected after every meal and periodic fumigation should be done as and when required.
 - b. High quality hygiene, sanitation and safety will be maintained at kitchen and dining halls. All the surrounding area of the mess premises should be cleaned and washed daily. The drain carrying the wash water must be cleaned by the caterer at least once in a week.
 - c. All the cooking burners/stoves, tawa, potato peeler, vegetable cutter, dough maker, grinders need to be cleaned regularly. Fans, Water Coolers and purifiers should be cleaned and maintained as per the instructions by the authority. Record of all such cleaning should be properly maintained.
 - d. The Caterer will be responsible for cleaning of the dustbins for maintaining proper hygiene.
- iii) Food Service area hygiene
- a. After every meal (breakfast, lunch, and dinner) all the plates, cups, katoris, glasses, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for the next meal. All the vessels used for cooking also should be washed in soap solution and hot water. All the vessels should be clean and available for cooking the next meal. The cleaning material used should be of quality approved.
 - b. Dining hall should be washed with water and soap solution and mopped after every meal.

- c. The kitchen and the serving area should be maintained as per the standard of a three-star hotel.
- iv) Waste disposal and dish wash area hygiene
 - a. The garbage collected from the kitchen, dining halls, and dish wash area will be disposed of daily. The surroundings shall be kept clean and hygienic.
 - b. The Caterer will also provide branded liquid soap for the hand wash area, else the hostel office will supply the same and the cost will be deducted from the mess bill.
 - c. In case, the cleaning of kitchen and dining is not found suitable, the hostel office can clean that area and cost for the same will be deducted from the mess bill. ***Caterer is completely responsible for buying and maintaining dustbins.***
 - d. Disposal of waste generated every day from the kitchen and dining area should be carried out as per solid waste management rule 2016 & local municipality rules.
- 4. The safety, health, and hygienic conditions in and around the mess will be the responsibility of the mess contractor as per above point. Warden's suggestions / actions regarding cleanliness have to be followed and the expenditure towards this is to be borne by the contractor.
- 5. The food cooked in the dining facility shall not be served in other places inside/ outside the campus without the prior approval of the competent authority. The Caterer shall not serve food cooked outside the dining facility. Raw material stored in the Mess should be for the exclusive use for the student dining facilities in the hostel premises only.
- 6. **The mess workers engaged by the Contractor:**
 - a. Staff strength shall be as indicated by the company/firm based on the requirements and on mutual discussion with the hostel management committee. The Institute reserves the right to order for increasing the staff strength in case of unsatisfactory service/performance.
 - b. They shall not act in any way detrimental to the interest of the Institute.
 - c. They are not employees of the Institute and shall not have any claim whatsoever on the Institute.
 - d. The Contractor shall provide ID Cards and Uniform (Minimum two pairs) with a logo of the firm to all the staff/mess workers. It will be verified and certified by the Institute Security Officers. It is to be ensured that whenever the staff/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 or inappropriate/dirty shall invite penalty for the same. In case of damage of uniform, the contractor shall provide the new uniform. In no case the worker should work without the proper uniform.
 - e. They must follow the security instructions as directed by the Security Officer of the Institute.
 - f. They shall not participate in any strike or protest in any form.
 - g. The caterer must take safety measures for the workers working under him. It is the total responsibility of the caterer if anything untoward happens to them during their working hours within the premises.

- h. The workers should have experience in working in large canteens, hotels, hostel messes for a period of at least two years and should have the knowledge and aptitude of preparing food both vegetarian and non- vegetarian under proper hygienic condition.
 - i. The workers must wear necessarily Clean Uniforms, hand gloves and caps/hair net in the kitchen and service areas. They should display their name badges.
 - j. The contractor and mess workers have to behave politely with hostel inmates.
 - k. No person with any criminal record will be allowed to work in the hostel Mess.
 - l. The Caterer should submit all necessary statutory documents at the time of submitting bills to the hostel office in compliance with the minimum wages, EPF, ESIC & GST.
 - m. The Caterer shall disburse the wages to its staff deployed in the hostel every month in their account on or before 7th of every month. The proof of the payment of the wages shall be supplemented along with the bill. The Caterer should ensure that the payment is made to the staff as per Minimum Wages act.
 - n. No mess worker should stay/sleep in the mess during night time except when authorized by the Warden.
 - o. The Caterer shall be responsible for the proper conduct and behavior of the workers engaged for them.
 - p. The caterer should submit in advance names, ESIC/EPF numbers and other details of workers engaged. Replacement/ removal/ addition of workers must not be done without permission of the institute.
 - q. Every mess worker shall be female in Girls hostel and male in Boys hostel. The age of every mess worker must be between 18 to 60 years.
7. Smoking and intoxication (**drug, alcohol, Gutkha, Tambaku, etc.**) is strictly prohibited in the institute premises.
 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 (if needed).
 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, Council of Wardens (CoWs) 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/Chief 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, CoWs. 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. All staff/workers must be vaccinated for Corona virus.
13. The uses of mono-sodium glutamate (Ajinomoto), Vanaspati Ghee, Palm oil and other items known to pose health hazards for preparation of mess food is strictly prohibited.
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 hostel management committee along with Wardens/Chief Warden. Menu can be changed, to suit the availability of seasonal vegetables and their market supply.
15. The meals should be served at following timings:

Breakfast	:	07:30 a.m. to 09:00 a.m.
Lunch	:	12:15 p.m. to 01:45p.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. Mess cut will not be given to the students leaving the hostel for personal reason. Mess cut amount will be deducted from the contractor's final bill of the respective month and it will be disbursed to the eligible students through the hostel section. Mess cut will be given as;
 - 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 2025-26.

However, this will be applicable only if students submit the application to Chief Warden along with the proof well in advance before leaving the hostel. Applications submitted after the arrival will not be considered for mess cut.
17. Contractor shall provide light food to the sick student/s during their sickness period and no extra charge will be paid for the same.
18. The accounting and payment:

Mess cards/biometric systems are installed in all hostels; Contractors must scan each mess inmates before each meal for proper record of attendance. But the final bill will be based on the actual numbers of students allotted excluding the students having approved mess cuts. Also, the payment / calculation of mess bill would be on actual days of operation of the mess.

 - a. The mess committee in each hostel will review the service performance of the caterers through regular inspection visits and meetings scheduled **on any day of every month**.

- b. It is mandatory for the Caterer/ Contractors (or official representative) to attend these meetings without fail.
 - c. Based on the feedback, the **Quality Score (QS)** will be calculated (as per point 32) and submitted to Warden/Chief Warden by the mess committee, accordingly, the applicable non-compliance charges shall be levied upon the Contractors. Appropriate penalty clauses will also be invoked for non-compliance of quality of service of the contract. If the staff appointed by the caterer is not found in uniform and violating the rules and regulations, Hostel Management committee in consultation with Warden/Chief Warden has the right to impose a penalty. At any point of time, if the hostel management found the appointed manpower by the caterer is insufficient to address catering needs, hostel management has the right to employ temporary staff whose labour charges will be borne by the caterer. Bills should be submitted to hostel office by 3rd of the month of operation. The Hostel Office will release the payment against the bill raised by 10th of the month of operation only after submitting the proof of the submission of the penalty (if imposed) to hostel office.
19. Contractors shall collect the guest charges directly from the students/guests other than hostel inmates (as per the approved rate with a valid receipt).
 20. If any contractor will not be agreeing to work with existing/revised rate as offered, then that contractor can leave the Contract and same may be allotted to the existing Contractor without inviting tender as per the sole discretion of the CoWs. The CoWs is empowered to reshuffle the number of students and the cluster of messes and hostel operation.
 21. 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, CoWs.**
 22. All the items to be served in the mess shall be prepared preferably in the mess.
 23. The contractor is required to maintain the details / records of all 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 Co-Chairman, CoWs.
 24. Tea / coffee / milk shall be served in evening / at night as per requirement with permission of Chief Warden at the approved rate.
 25. Liability / responsibility in case of any accident causing injury/ death to mess worker/s or any of staff shall be of the Contractor. The Hostel Section / Institute authority shall not be responsible by any means in such cases.
 26. Contractor shall be solely responsible in case of incidence(s) of food poisoning along with waterborne 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, CoWs for such incidence/s.

27. 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**.
28. Quality control will be done by the Hostel Management Committee members. Monitoring of quality of food, hygiene, cleanliness, etc. in the mess operation area will be carried out and final score will be derived by taking average of monthly Quality Score (QS). The following scale will be adopted for monitoring of quality.

Model feedback form for evaluation

Sr. No.	Description	Excellent (5 points)	Very Good (4 points)	Good (3 points)	Average (2 points)	Poor (1 points)	Very Poor (0 points)
1	Quality of the food served**						
2	Quantity of the food served						
3	Cleanliness, hygienic and waste disposal						
4	Catering service and punctuality						
	Total						

** Obtained points will be multiplied by two.

Based on the points obtained in the performance evaluation, the following deductions shall be made from the monthly bill, payable to the caterer. This deduction will be separate from the fine imposed on the caterer listed for the reason as mentioned in penalty clause.

Sr. No.	Points	Penalty (Rs.)
1	20-25	Nil
2	16-19	Nil
3	12-15	5,000/-
4	10-11	10,000/-
5	6-10	20,000/-
6	5 & Below	30,000/-

The final decision on the feedback evaluation points will be carried out by the mess monitoring Committee/Hostel Management Committee followed by Warden/Chief Warden. The caterer is expected to get overall “**good**” and at least “**average**” in each category in all months. “**Very poor**” in any month and “**poor**” **twice in a row** will attract additional penalty) and / or termination of contract (as decided by CoWs).

29. Storage / consumption of any alcoholic drink / liquor / any intoxicated material etc. 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. Also, the Contractor will assure/take care that his/her staff/workers will not involve in the above activities.

30. 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.
31. 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, CoWs**.
32. Pest control should be done by the contractor at least twice per semester or as and when required in mess to maintain hygienic conditions in and around the mess and kitchen area. The expenditure towards pest control is to be borne by the contractor.
33. 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.
34. 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)

35. a. GLOSSARY TERMS:

NOTE:

- **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 shake / 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 and Mother Teresa Bhavan) only if special meals are served normally once in a week & one Deluxe meal served once in a month.
- In Gajjar Bhavan and Mother Teresa 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.

b: EXTRA ITEMS:

However, other than above, Contractors can prepare and serve the following extra (add-on) items on chargeable basis during the breakfast, lunch, and dinner time. There should be a separate counter arranged by the contractor. The extra items and their price may be revised at the discretion of the CoWs time to time and abide by the contractor. Additional (add-on) items taken by a student would be allowed on direct payment basis. Guest meals

and additional items will not be billed to the hostel mess bill. Any tax on such items has to be directly collected by the contractor from the student at the time of direct payment. Hostel office will not be responsible for collection of charges for extra items. The contractor may sell pre-paid coupons of different denominations for common add-on items. Bournvita/Horlicks/boost powder with/without sugar will be made available to desiring students during breakfast and dinner and this would be on direct payment basis. Students desirous of this should make prior arrangement with the mess contractor. Instant demand may not be entertained.

Sr. No.	Particulars	Price (INR)
1	Milk (200 mL)	20/-
2	Milk with Bournvita (200 ml Milk + 15 gram Bournvita)	25/-
3	Milk with Chocos (150 mL Milk + 30-gram Chocos)	25/-
4	Milk with Cornflakes (150 mL Milk + 30-gram Cornflakes)	25/-
5	Butter Milk (each)	MRP
6	Curd (Each)	MRP
7	Ice Cream(each)	MRP
8	Boiled Eggs	10/- (Each)
9	Egg Curry Masala (2 Eggs+Adequate Gravy)	40/-
10	Paneer Curry (150 gram paneer+ Adequate Curry)	70/-
11	Other Paneer items (200) gram	80/-
12	Veg Fried Rice (200 gram)	30/-
13	Jeera Rice (200 gram)	30/-
14	Dal Fry (200 gram)	30/-
15	Aam Ras (200 mL), seasonal	30/-
16	Fruits like water melon, banana, apple, papaya, mango etc. or fruit dish	30/-

c. The following brands of grocery items are permissible to be used.

Atta: Navjivan/ Shaktibhog/Ashirwad/Pillusbury/Golden Khazana /Patanjali
Cotton seed oil / Sun flower / Groundnut: Tirupati / Fortune / Sunflower / Gulab / Sandtop / Dhara
All type of Masala: Badshah/Everest/Ramdev/MDH/Kitchen King/ Catch
Bread: Freashup/Order Fresh/Bread liner/Atul/Britania
Ghee/butter: Amul /Sumul/Sagar/ Mother Dairy/ Patanjali
Tea: Jivraj/Tata Tea/Taj Mahal/ Brook Bond/Wagh Bakri
Salt: Tata/Annpurna/ Aashirvaad
Besan: Ramdev/Gai Chaap
Noodles: Maggie/Top Roman / Knorr
Tomato ketchup: Maggie/Kisaan / Smith Jones/Heinz
Ice cream: Amul/Vadilal/Havmore/Mother Dairy/Baskin Robbins
Milk / Curd: Amul /Sumul/Mother dairy
Spices: Everest/MDH/ Catch/ Tata Sampann
Coffee : Nescafe/Classic/Brooke Bond
Pickles: Tops/ Nilons
Paneer: Amul/Mother Dairy/Sumul/ Milky Mist
Jam : Kissan/Mapro
Papad: Lijjat/Bikaner/
Cornflakes: Kellog's/Nestle/ Bagrry's

Rice: Good quality Kolum/any other equivalent to this should be used during normal meals and for special dinner / lunch, biryani etc. branded basmati rice should be used. Brand/quality of rice will be approved by CoWs. Milk for Drinking purpose should have minimum composite fat of **4.5%**.

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

The Hostel Management Committee of the Hostel in consultation with Warden/Chief Warden shall have the right to change any brand provided the cost does not exceed the specified brand and in case if the brand is not available in the market.

36. Mess will not be closed without the prior permission of Chief Warden/Co-Chairman at any sort of time.
37. Bidder/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.
38. Subletting of contract is strictly not allowed which can lead to termination of the contract.
39. 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. 5,000/- 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.
40. The Hostel Management Committee will have full rights to conduct sudden raids in the entire mess premises if any complaint on quality, hygiene, insufficiency or act of willfully serving less is reported. The raid report shall be submitted to the Warden/Chief Warden who will take the necessary action. The student/s on mess duty will monitor the food preparation process, cleanliness and hygiene, service time, worker presence and behavior, etc. and can report any untoward incidence or infraction of rules by the contractor to the Warden/Chief Warden of the Hostel.
41. 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. However, owing to emergency situation like CORONA Virus outbreak etc, the number of students on campus may be varied. Also, if number of eligible Bidders would be less than six, then CoWs is empowered to reshuffle the number of students and the cluster of Messes and hostel Operation for the award of contract. All the hostel boys' inmates except 1st year UG students reserve the right to change the mess for a minimum period of one month. The boys' inmates will have to register on 20th of every month from Aug., 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, do not register for changing the mess then they will be continued in the allotted existing mess.

Hostel/ Clusters*	Name of Hostel mess	Approximate Number of Students**
1.	Swami Vivekanand Bhavan: Mess-1 and Mess-2 Nehru Bhavan	700# 290 [990]
2.	Mother Teresa Bhavan: Mess-1 and Mess-2 Narmad Bhavan \$ Sarabhai Bhavan \$\$	1000# 110 250 [1360]
3.	Atal Bihari Vajpayee Bhavan Gajjar Bhavan: Mess-2	500 500 [1000]
4.	Gajjar Bhavan: Mess-1	650
5.	Bhabha Bhavan : Mess-2	420
6.	Bhabha Bhavan : Mess-1 Tagore Bhavan	470# 270 [740]

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

** **Total number of students per hostel/cluster may vary and CoWs may alter the maximum number of students as the need arises. CoWs is empowered to change the hostel/cluster at any time during the A.Y. and the contractors are abiding by the decision.**

Total number students may vary based on six months compulsory internship of B.Tech-IV in even semester.

\$ **Narmad Bhavan is a girls hostel and currently under renovation.**

\$\$ **Sarabhai Bhavan is a boys hostel.**

xxx Sarabhai Bhavan is kept tentatively in cluster 2 considering the girls hostel. If boys accommodation shall be given then it would be clubbed to other cluster at the time of award of contract.

42. Social-Cultural events, dinner for convocation, hostel day etc. are normally organized once in a year. The catering contract for the above-mentioned events may be offered to any of the awarded mess contractor by the Council of Wardens. The rates for the catering service will be offered as per the Institute norms.

43. On request from the Mess Committee, the Contractor shall operate a night Canteen up to midnight on direct payment basis from the users in various hostels. Prices of items made available in the night canteen shall be decided in consultation with the Mess Committee/CoWs.

44. Penalties for violation of rules, terms and conditions; it will be imposed by students mess committee verified by Warden/Chief Warden/Council of Wardens. The caterer will be fined in case of violation of the following rules. As and when the mess committee proposes a fine it will inform the representative of the Caterer or mess manager and a fine will be imposed with consent of the Warden/Chief Warden.

Sr. No.	Penalty Criteria	Per instance (Rs.)
1.	Non-availability of complaint register on the counter / discouraging students from registering complaints	3,000/-
2.	Changes in menu without permission of mess committee	3,000/-
3.	Insects found in food	3,000/-
4.	Soft objects like hair, rope, plastic, cloth etc. in food	3,000/-
5.	Any complaint of stones/pebbles	3,000/-
6.	Hard and/or sharp objects like glass pieces, nails, hard plastic etc.	5,000/-
7.	Three or more complaints of unclean utensils in a day/week	5,000/-
8.	If mess council in consultation with students in present mess agrees that certain item of a meal was not cooked properly / extra spicy	3,000/-
9.	Food poisoning	2,00,000/-
10.	If mess timings mentioned in the EOI/Tender - Terms & Conditions or decided with the respective council have not been followed	3,000/-
11.	If food for any meal gets over during the mess, timings and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast.	3,000/-
12.	If the quality of milk is not found appropriate, or it is diluted. It should have 4.5% fat content.	3,000/-
13.	Inappropriate personal hygiene of workers including their dress and/or misbehavior by workers etc	5,000/-
14.	Failure to maintain a proper health checkup of the workers	5,000/-
15.	Using brands not mentioned in the contract without prior permission and Adulteration	10,000/-
16.	Use of Expired raw materials/food items	10,000/-
17.	Stale food found in mess	5,000/-
18.	Any tampering with gas pipelines	5,000/-
19.	Use of newspapers to keep fried items or any cooked food	1,000/-
20.	Fine on any discrepancy (hygiene in kitchen area, dining area, store rooms, etc.)	3,000/-
21.	If any item in which prior permission for use of potato has not been taken and potato is found to be used	3,000/-
22.	If quantity of potato in any item exceeds 20% by its weight	3,000/-
23.	Mixing of veg with non-veg	3,000/-
24.	Number of workers is less than the promised	Minimum wages per day
25.	Failure of providing the breakfast/lunch/dinner (Backup provision's cost will have to be borne by the caterers)	25,000/- + termination notice

26.	Complaints by vendor or workers for non-payment	3,000/- per every day of delay in clearing the bill
27.	Changing cook, manager or staff without intimation to hostel office/Warden/Chief Warden	5,000/-
28.	Use of used/burned oil	5,000/-
29.	Inducting or allowing unauthorized worker in mess	5,000/-

Please Note:

- Food Poisoning shall invoke a hefty fine of at least Rs. 2 Lakhs or more, along with cancellation of contract and possible blacklisting of the caterer. The Performance security deposited to the institute will not be refunded to the caterer if the contract is cancelled for the above reason. In case of loss of life due to food poisoning, contractor shall be solely responsible and compensation if any will be borne solely by the contractors.
- For any rule stated in the agreement, the first violation of the rule will attract a fine as per the above- mentioned table. Second and subsequent violations of the same rule on a different day within 30 days of previous violation will attract 5 times the initial amount of fine on the caterer. • Absence of proprietor or his representative in the mess council meetings (which will be held once every month) on due invitation will attract a fine of Rs. 10,000/- on caterer.
- As and when the mess council proposes a fine, it will inform the representative of the caterer or mess manager, and fine will be imposed with consent of the Warden/Chief Warden.
- Severity of hygiene failure shall be assessed and decided by the mess council and fined appropriately. In case of gross failure/negligence, a severe penalty will be imposed, which could be a hefty fine and/or termination of the Contract.

Further, if work is not found satisfactory and fine amount will exceed more than **Rs. 50,000/-** during one year of contract period then warning letter will be issued from Chief Hostel Warden **with consultation of Co-Chairman, CoWs in Chief Hostel Meeting**. In such case, 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.

45. The institute has recently established a bio-gas plant that can use kitchen waste generated from hostel mess. In order to make the plant sustainable, the concern mess contactor (where biogas plant is located for the mess) will be responsible for various activity suggested by concern authority for the smooth operation of the biogas plant. Gas produced will be offered to the same contactor with no or at reasonable cost as per the institute norms.
46. Decision of the **Co-Chairman, CoWs** will be final and binding to the Bidder/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.

48. Scope of work:

The Caterer must provide following services:

- a)** Cooking and serving meals at prescribed time, menu and place. (Breakfast, Lunch, and Dinner).
- b)** Night Canteen for eatables up to mid night on direct payment basis (with their rates; less or as per MRP).
- c)** Managing and controlling of stock and inventories for running the mess.
- d)** Cleaning of Serving and Kitchen Utensils.
- e)** Cleaning of Cooking, Dining and Auxiliary Areas including electrical appliance / gadgets
- f)** Proper disposal of Garbage / Leftover food.
- g)** Security of the Equipment, Utensils and other items in the kitchen and dining areas.
- h)** Repair & Maintenance of the equipments in the Kitchen and dining areas.
- i)** Maintenance of Books of Accounts, attendance record of mess workers and other records for compliance of statutory requirement.
- j)** Display of food bill in respect of each boarder at the end of each month.
- k)** Deployment of required man power and their statutory compliance as per Govt. rules viz. PF, ESIC, Gratuity and labour welfare provisions etc.
- l)** Any other activities as may be considered by the Institute on merits.
- m)** Maintenance of Drainage line.
- n)** Any other work as mutually decided.

49. The assets and articles provided by the Institute shall be the property of the Institute and the Contractor shall be merely the custodian of such assets and articles. On expiry/termination of the Contract, all such property shall properly be handed over to the Institute in good & working condition. The institute would claim financial compensation for the depreciation and damages as applicable from contractor.

50. Notwithstanding anything elsewhere provided herein, the Contractor may be penalized if he/she does not rectify any defect in the maintenance, upkeep, hygiene and cleanliness of the kitchen and/or equipment to a state satisfactory to the Institute within TEN days, notice in writing.

51. The Contractor shall be solely responsible to meet and comply with all legal requirements with respect to the food items prepared and sold by him to SVNIT, with respect to raw material and ingredients incorporated therein and shall be exclusively responsible for any infraction of the provisions of any applicable law regarding the preparation, storage and sale of food. The agency shall ensure compliance of various Laws/Acts passed by Central, States, Municipal and local governmental agencies or authorities.

52. The Contractor shall be responsible and liable for all the claims of his/her employees.

53. If the successful Bidder refuses or neglects to execute the Contract or fails to furnish the required Security Deposit within the time frame specified in schedule A, the bidder shall

not be allowed to bid for any other contract tendered by SVNIT for a period of one year from the date of notification.

- 54.** No interest will be paid by SVNIT on Security Deposit.
- 55.** Due to COVID – 19/such pandemic, all directives to be followed for maintaining hygiene and sanitization in totality. The health record details of persons to be maintained and monitored by the Contractor. No person affected and has history of COVID-19 to be employed at premises without any medical certificate.
- 56.** Commencement of the actual Mess facilities will be communicated separately after reviewing the condition due to Pandemic.
- 57.** Mess operation may be started/closed at any point of time as per the directives due to Pandemic.

Date:

Signature
(Bidder/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. 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 supervisor to report all the indisciplinary related issues of hostel, sort out maintenance related problems and to act as overall monitor of hostel attendants. 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:

Hostel	Hostel/ Cluster	No. of Rooms	Approximate** No. of Students	Hostel* Supervisors	Hostel* Attendants
Gajjar Bhavan	1	581	1150	06	13
Raman Bhavan		98	98	01	02
Bhabha Bhavan	2	454	890	04	09
Tagore Bhavan		192	270	02	02
Swami Vivekanand Bhavan	3	520	700	04	06
Mother Teresa Bhavan	4	800	1000	06	10
Narmad Bhavan (Girls Hostel)		64	128	02	02
Sarabhai Bhavan	5	96	250	02	02
Nehru Bhavan		190	290	02	02
Atal Bihari Vajpayee Bhavan	6	250	500	03	05
Total				32	53

*** 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 discipline 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 2025-26 for both the semesters with a **fixed charge of 5%** 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 to reimburse the same from hostel section. 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. Hostel operation contract will be awarded for one year only. However, it may be extended based on the performance without inviting fresh tenders. 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 mess and hostel 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 institute appointed committee and CoWs are satisfied with the performance of the offered contractor for the above mess contract period, the contract period may be extended without inviting the tender as per previous terms and condition stated for Mess (Schedule B).

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, 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 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, CoWs 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. 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. All staff/workers must be vaccinated for Corona virus.
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 photo 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 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, CoWs against production of the bill within 30 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. The person considered and engaged for the work of Hostel Supervisor shall possess following minimum qualifications and desirable qualities:
- Educational Qualification: Minimum XIIth Pass (Preference will be given for the computer knowledge and having experience of minimum two years for the similar nature of work)
 - 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.
25. 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.
26. 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.
27. Cleaning of students' rooms shall be carried out regularly with dusting and floor cleaning liquid. Common rooms and offices will be cleaned daily.
28. 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).
29. 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 the 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.

30. 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.
31. 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.
32. The bidder shall not employ any worker whose track record is not good. He / She should not have involved in any crime / offence / police case.
33. 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.
34. 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 chief warden under intimation to the Chief Warden/ Co-Chairman, CoWs.
35. Decision of the **Co-Chairman, CoWs** 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.
36. 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.
37. Hostel operation contract will be allotted at **least one hostel/cluster** to each of operating agency.
38. 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
(Bidder/Contractor)**

SCHEDULE – D
Sample Mess Menu[#]

DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
BREAKFAST	Vada Sambhar Tea/ Coffee /Milk + 01 pc Banana	Dabeli Tea/Coffee/ Milk + 01 pc Banana	Puri Bhaji Tea/Coffee/Milk + 01 pc Banana	Alu Tikki Chhole Tea/Coffee/Milk + 01 pc Banana	Idli Sambhar Tea / Coffee/Milk + 01 pc Banana	Veg. Cutlets Tea /Coffee/Milk + 01 pc Banana	Samosa Tea /Coffee/Milk + 01 pc Banana
LUNCH	Bhindi Alu, Rajma, Roti, Dal, Rasam, Jeera Rice, Dal, Salad	Chhole, Roti, Dal, Rice,(lemon) Chhas, Onion, Sprouted Mung, salad	Alu Baigan fry, Chana Masala Roti, Dal, Rice, Raita, salad, curd	Alu Gobi, Rajma, Roti, Dal, curd rice, Salad	Alu Tindoda fry, Roti, Dal, Rice, Onion, Chhas, Mung, salad	Sev Tomato, Chana Dal, Roti, Dal, Rice, Dahi, salad	Jeera Alu, Chhole, Puri, Kadhi, Pakoda, Pulao, Finger Chips, Sweet, Salad, Papad, Green Chilly fry
DINNER	Alu paratha, Dahi, Imli Chatni, Butter Dal Palak, Rice, Salad, Lemon, Dal.	Dam Alu, Methi Paratha, Dal, Rice, Salad, Lemon.	Mutter Paneer, Roti, Dal, Pulao, Salad, lemon	Chhole, Puri, Dal, Rice, Salad, Lemon, Green Chilly Fry, Fruit Salad.	Egg / Paneer, Roti, Sambhar, Rice, Salad, Lemon.	Mix Veg. Roti, Kadhi, Khichdi, Pain Rice, Salad, Lemon, Papad, Shira	Rajmah, Roti, Dal, Rice, Onion, 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.

Milk of 200 ml having composite fat of minimum 4.5% may also be provided in Breakfast.

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

SCHEDULE –E

List of Technical bid documents, EMD details

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

3.	Name and Address of the Directors/ Proprietor/ Partners	<p>Name & Address of the Director:</p> <hr/> <p>Contact No.</p> <p>E-mail Id:</p> <p>Name & Address of the Proprietor:</p> <p>Contact No.</p> <p>E-mail Id:</p> <p>Name & Address of partners:</p> <p>Contact No.</p> <p>E-mail Id:</p>
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4.	Valid Food License of firm/agency	Food License No. _____	Copy enclosed : Y / N Page No. _____to_____
5.	PF Registration No. of firm/agency	PF Registration No. _____	Copy enclosed : Y / N Page No. _____to_____
6.	GST Registration No. of firm/agency	GST Registration No. _____	Copy enclosed : Y / N Page No. _____to_____
7.	PAN No. of firm/agency	PAN No. _____	Copy enclosed : Y / N Page No. _____to_____
8.	ESIC Registration No. of firm/agency	ESIC Registration No. _____	Copy enclosed : Y / N Page No. _____to_____
9.	Experience of firm/agency in <u>mess/canteens/catering</u> services for not less than 250 people on its dining strength.	<p>(i) Total No. of years of experience in <u>mess/canteens/catering</u> services in Govt./Private sector _____ From _____to _____</p> <p>(ii) Total No. of years of experience in <u>mess/canteens/catering</u> IITs/ NITs /IIMs /IIITs and Other central funded institute _____ From _____to _____</p>	<p>Copy enclosed : Y/ N Page No. _____to_____</p> <p>Copy enclosed : Y/ N Page No. _____to_____</p>

10.	Annual Turnover for last three consecutive years 2021-22, 2022-23, and 2023-24 for running of the <u>canteens/ mess/catering</u> . for not less than 250 people on its dining strength.	Turn over during 2021-22 Rs. _____ Turn over during 2022-23 Rs. _____ Turn over during 2023-24 Rs. _____ Average financial turn over (gross) of any three consecutive years Rs. _____	Attested copy of Audit Report / C. A. Certificate of each year. Copy enclosed : Y/ N Page No. _____to_____
11.	Completion certificate of all the previous work order having not less than 250 people dining strength and it should be certified by a responsible person from the concerned organization. If the work order for the year 2024-25 is at one or more institute of hostel at the level of IITs/ NITs /IIMs /IIITs and Other central funded institute then sealed performance certificate up to 30 th April, 2025 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 From _____to_____ Sealed Performance certificate for the year 2024-25 (up to 30 th April, 2025) at IITs/ NITs /IIMs /IIITs and Other central funded institute Institute and Mess: _____ _____ _____	Copy enclosed : Y/ N Page No. _____to_____ Sealed performance certificate enclosed : Y/ N
12.	Bank Solvency Certificate of the firm/agency of Nationalized Bank / Scheduled Bank of current financial year.	Rs. _____	Copy enclosed : Y/ N 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 : _____	List enclosed : Y/ N Page No. _____to_____

14.	Income Tax Return of firm/agency for the last three consecutive financial years.	2021-22	Copy enclosed : Y / N Page No. _____to_____
		2022-23	Copy enclosed : Y / N Page No. _____to_____
		2023-24	Copy enclosed : Y / N Page No. _____to_____
15.	Details of EMD (If applicable) (Rs. _____)	DD No.	Date
		Name of Issuing Bank:	
		Name of Issuing Bank:	
16.	Any other information		

SCHEDULE – F

Pre-Qualification criteria (Minimum Eligibility Criteria)

Sr. No.	Minimum Eligibility Criteria	Proof Attached Y/N	Proof Attached at page No.
1.	EMD		
2.	Valid Food License of firm/agency		
3.	PF Registration No. of firm/agency		
4.	GST Registration No. of firm/agency		
5.	PAN No. of firm/agency		
6.	ESIC Registration No. of firm/agency		
7.	Minimum Five Years experience of firm/agency on continuous basis from 2020-21 to 2024-25 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/IIITs and Other central funded institute for not less than 250 people on its dining strength.		
8.	Minimum Average Annual Turnover of the firm/agency of Rs. 80 lacs (Eighty 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 consecutive years: 2021-22, 2022-23,2023-24).		
9.	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 during years 1 st Jan. 2014 to 30 th April, 2025 as per Annexure-I		
10.	Bank Solvency Certificate of firm/agency of Nationalized Bank / Scheduled Bank (Rs. 80 lacs) of current financial year.		
11.	Satisfactory completion certificate of every work order of each institute/organization from 2020-21 to 2024-25. Satisfactory performance certificate of every work order. In case of the work order for the year 2024-25 is at one or more institute of hostel at the level of IITs/ NITs /IIMs /IIITs and Other central funded institute, satisfactory performance certificate from each institute shall be submitted as per ANNEXURE – II in sealed envelope.		

Instructions:

- (a) All the documents should be self attested.
- (b) The firm/agency who do 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 Bidder)

Name:

SCHEDULE – G
Technical Evaluation Criteria

Sr. No	Particulars	Allocation of Marks	Maximum	Marks obtained
Part A : To be filled by the bidder				
01	Firm's Experience in the canteens/mess/catering services		10	
	> 5 Years - 7 years	03		
	> 7 years - 11 years	05		
	> 11 Years-15 Years	07		
	> 15 Years	10		
02	Average Annual turn-over (gross) of the Firm for mess/catering services for at least 3 consecutive years (2021-22,2022-23,2023-24)		20	
	Rs. 80 Lakhs to Rs.100 Lakhs	5		
	Above Rs. 100 Lakhs to Rs.150 Lakhs	10		
	Above Rs. 150 Lakhs to 200 lakhs	15		
	Above Rs.200 lakhs	20		
03	Bank Solvency (Mess contract)		20	
	Rs. 80 Lakhs to Rs.100 Lakhs	5		
	Above Rs. 100 Lakhs to Rs.120 Lakhs	10		
	Above Rs. 120 Lakhs to Rs. 150 Lakhs	15		
	Above Rs. 150 Lakhs	20		
04*	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.		20	
	Up to 5 years	5		
	6 to 10 years	10		
	11 years to 15 Years	15		
	Above 15 years	20		
05**	Total number of employees(n) with their EPF number of the firm of last six months (October to March).(2024-25)		10	
	If number of staff(n) is $10 \leq n \leq 25$	03		
	If number of staff(n) is $26 \leq n \leq 40$	07		
	If number of staff(n) is $n > 40$	10		
	Total technical score out of 80	80		
Part B : To be filled by the Tender Evaluation Committee, SVNIT, Surat				
01	Evaluation of Performance Certificate submitted as per Annexure – II in sealed envelope	20	20	
	Total technical score out of 100 [A + B]	100		

* 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 Bidders/contractors depending upon technical evaluation criteria will be declared and will be awarded to the **Six** bidders/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 bidders/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/IIITs/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 bidders.

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 Bidder)

Name:

ANNEXURE – I

Declaration regarding warning /blacklisting taking part in Tender

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

I / We _____(Contractors /Bidder) hereby declare that the Contractors / tenderer / agency namely M/s._____ has not been warned or blacklisted during years **1st Jan. 2014 to 30th April, 2025** 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 /Bidder) 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, Security deposit 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
(2024-25)

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 20 as per Schedule – G (Part B, Sr. no. 1) of tender document vide no. _____ dated _____. 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 2024-25 in _____ (Name of the Mess & Hostel) at _____ (Name of the institute) vide work order no. _____ dated _____. The performance of the Mess contract till **30th April, 2025** 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 is 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
(Students Welfare)

Seal of the institute

Place:
Date:

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 BIDDER/CONTRACTOR

I Certify that _____
as a Bidder/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 : _____

ANNEXURE-IV

PRE-BID QUERY FORM

Tender Reference No.: _____

Name of Tender / Work: - _____

Sr. No.	Reference of the Clause No. of the tender Document (page number)	Query/Clarification/ Deviation sought	Clarification/ Response from SVNIT Surat.
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Signature of Committee Members

(Dr. Harshit K. Dave)

Member
Tender Committee

(Dr. J. Venkataramanaiah)

Member
Tender Committee

(Shri Amit J. Solanki)

Member
Tender Committee

(Dr. Vipul M. Patel)

Member
Tender Committee

(Dr. Jogender Singh)

Member
Tender Committee

(Dr. K. V. Praveen Kumar)

Member
Tender Committee

(Dr. Abhishek Acharya)

Member
Tender Committee

(Dr. Suresh Kumar)

Member
Tender Committee

(Dr. Premlata Kumari)

Member
Tender Committee

(Dr. Vikram P. Rathod)

Member Secretary,
Tender Committee

(Dr. G. C. Jadeja)

Co-Chairman
Tender Committee

(Dr. Rakesh Maurya)

Chairman, Tender Committee &
Co-Chairman, CoWs