



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



HOSTEL SECTION

TENDER PAPER

Hostel/ 50 /2015-16



Name of work : Annual Mess and Operation Contract for Various Hostels at SVNIT, Surat.

Tender Fee : Rs. 2000=00

Issue of tender : 27/04/2015 to 22/05/2015.

Receipt of tender : 25/05/2015 up to 5:00 p.m.

The Director, S. V. National Institute of Technology, Ichhanath, Surat – 395 007. ☎ 2201602, 2210332



HOSTEL SECTION

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

TENDER DOCUMENT FOR MESS & HOSTEL OPERATION

Tender Fee: Rs. 2,000=00

The tender document has **28** pages. The contents of the tender document are as follows:

1. **SCHEDULE-A: IMPORTANT DATES**
2. **SCHEDULE-B: PART I: OFFERED RATES OF MESS CONTRACT**
PART II: OFFERED RATES OF HOSTEL OPERATION CONTRACT
3. **SCHEDULE-C: GENERAL TERMS AND CONDITIONS**
PART I: TERMS AND CONDITIONS OF MESS CONTRACT
PART II: TERMS AND CONDITIONS OF HOSTEL OPERATION CONTRACT
4. **SCHEDULE-D: SAMPLE MESS MENU**
5. **SCHEDULE-E: PREQUALIFICATION AND PROFESSIONAL EVALUATION**

SCHEDULE – A

IMPORTANT DATES

1. STARTING DATE OF ISSUE OF TENDER - 27/04/2015
2. PRE-BID CONFERENCE - 05/05/2015
3. LAST DATE OF ISSUE OF TENDER - 22/05/2015
4. LAST DATE OF RECEIPT OF TENDER - 25/05/2015
5. DATE OF OPENING OF TECHNICAL BID - **Will be notified at institute website.**

NOTES:

1. Last date of issue of tender is 22/05/2015 at 3.00 p.m. from Hostel Office.
2. Tender offer is to be sent by Register post A.D. so as to reach hostel section office on or before 25/05/2015 up to 5:00 PM only.

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. Earnest Money Deposit of **Rs. 10,000/-** is to be deposited by Cash or Demand Draft drawn in favor of “Co-Chairman, Council of Wardens” along with the tender.
5. Tender fee is to be paid in Cash/Cheque/ DD in favor of “Co-Chairman, Council of Wardens” in hostel section.
6. **PRE-BID CONFERENCE WILL BE HELD IN THE CONFERENCE ROOM OF HOSTEL SECTION ON 05-05-2015 AT 5:00 P.M.**
7. **Price bid (Schedule B & C) and Professional Evaluation Bid (Schedule E) should be placed in separate sealed covers.** Tender Fee /EMD receipt or B.C./ D.D. be placed in separate cover and should be placed along with professional evaluation bid. Both the covers of the bids shall be put to gather in a sealed cover at the time of submission.
8. Price bid of the tenderers qualifying as per minimum criteria in professional evaluation will be informed separately to the qualifying tenderers by telephone. Any change in date / time will be communicated to the qualifying tenderers by telephone.
9. **Bidder must attach the documents as per the sequence of technical evaluation sheet for Mess and Hostel Operation (page-26 and page 27). The all documents should be flappered and bidder should fill the marks as per the attached proof.** The committees will compare and verify the self assessment of bidder with attached document. If found incorrect, the marks will be modify accordingly.

**Co-Chairman
Council of Wardens**

SCHEDULE – B

PART I

OFFERED RATES OF MESS CONTRACT

SR. NO.	ITEM	RATE (Rs.)	PER
1.	Vegetarian Meals (Breakfast, Lunch and Dinner) including tea/coffee (150ml) / milk (200 ml) along with breakfast		Student per day
2.	Service Charge		Student per day
3.	Extra Items		
	(i) Tea		Cup of 150ml
	(ii) Coffee		Cup of 150ml
	(iii) Milk (Fat – 4.5 %) (Amul or Sumul)		Cup of 200ml
	(iv) Non – Vegetarian Items		
	Chicken Preparations		Student
4.	Guest Charge		
	(i) Ordinary Meal		Dish
	(ii) Special Meal		Dish
	(iii) Deluxe Meal		Dish

I hereby agree to provide and serve the items mentioned in schedule B as per the rates quoted by me / negotiated as per the terms and conditions mentioned in Schedule C.

Date:

Place:

Address with phone nos.:

Name & Signature of the Contractor

SCHEDULE – B

PART II

OFFERED RATES FOR HOSTEL OPERATION

Sr. No.	Category	Rate Per person per day (Rs.)	Service Charge per person per month (Rs.)
1.	To provide Hostel clerk (skilled) to assist hostel section to maintain student accounts, to assist against audit etc.	As per prevailing government minimum wages Act for skilled workers	
2.	To provide Hostel Supervisor (Skilled*) to assist hostel section for maintenance of hostels and monitoring students' activities etc. as prescribed in SCHEDULE-C .	As per prevailing government minimum wages Act for semi-skilled workers	
3.	To provide Hostel Attendant (Unskilled) to carry out housekeeping and petty work to be assigned time to time. (as prescribed in SCHEDULE-C)	As per prevailing government minimum wages Act for unskilled workers	
4.	a. Taxes as applicable b. Provident fund, ESI/Work Compensation policy as per provisions of any other statutory Law as applicable.		

***if skilled person is not available then payment will be done as equivalent to unskilled worker.**

I hereby agree to provide the category of manpower mentioned in *schedule B* as per the rates quoted by me / negotiated as per the terms and conditions mentioned in *Schedule C*.

Date:

Place:

Address with phone nos.:

Name & Signature of the Contractor

SCHEDULE C: GENERAL TERMS & CONDITIONS

PART- I

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. If required a team of wardens may also take visits to check up the quality of food being served etc. by the contractor at the place of his/her current contract of catering / mess / canteen services. Mess Contractor (herein after referred as contractor) is required to note that health, 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 contractor.

1. This Contract is only for Academic Year 2015-16. Normal duration of academic year shall be July/Aug., 2015 to April/ May, 2016.
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 room. These facilities will be in the charge of the Contractor and he / she will be responsible for any damage other than usual wear and tear. In case of any loss or damage, the contractor will has to replace the lost items / carry out necessary repair, subjected to approval and instructions of the Co-Chairman, Council of Wardens.
3. The maintenance of safety, health and hygienic conditions in and around the mess will be the responsibility of the 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 at least one attendant / mess worker per 15 students. It includes in addition, one mess manager, one cook and a helper for effective functioning and management of

the mess. 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 along with his workers has 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 will run the mess for minimum 50 hostel inmates for small hostels and 100 hostel inmates for mega hostels.
10. If the mess management is not up to the mark or, the quality of the food is below standard or 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 so 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.** Not following 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 mess contractor themselves. If any mess worker is found medically unfit, he / she may not be given permission to continue his / her duties and mess contractor has to replace him / her immediately without fail.

- 13.** Contractors are required to give uniform to the mess worker as follows:-
- (a) Red shirt to the mess workers.
 - (b) White Shirt to mess supervisor / mess manager.
 - (c) 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.
- 14.** Sample daily menu to be followed by the contractor is attached with this document. 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 such circumstances arise.
- 16.** Mess cut will be given to students as per following condition:-
- (a) Students will submit the mess cut application before they leave the hostel.
 - (b) Mess cut will be given to the students for the whole duration if duration exceeds 3 days.
Contractor will be given service charge as per approved rate for the whole duration.
 - (c) 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 of the contractor will be made by Warden / 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. Service charge will not be paid when mess is not operated due to official breaks/ vacations during the academic year.
20. Contractor shall collect the guest charges directly from the students / guests who are not registered dinner.
21. Contractor is required to deposit an amount of Rs.60,000/-(Rupees Forty thousand only) towards security deposit for mess of less than 300 students and Rs. 80,000/- for mess of more than 300 students 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. At present this mess contract period is for 2015-2016 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/s.
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 can be prepared in vegetarian mess with the consent of hostel inmates and with prior permission of Hostel Warden/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.

28. Tea / coffee / milk shall be served in evening / at night as per requirement with permission of 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 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 Wardens / 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 3.5 or below. 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. 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. Wage to the mess workers will be disbursed by the mess contractor compulsory in the presence of hostel warden/representative of hostel section. 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 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) Income Tax / VAT / Service Tax any other tax at the rate as applicable from time to time.
39. 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.
- Deluxe meal should preferably be equivalent to two ordinary meals and shall be served once in a fortnight.
- Seasonal green vegetables should preferably be served in meals.
- Paneer preparations shall normally be served twice in a week.
- Special meal shall be served normally once in a week.

39. 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.

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

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

Cotton seed 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)

41. Mess will be closed as per the prior instructions of Warden / Chief Warden during vacation.

42. 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.

43. Subletting of contract is strictly not allowed which can lead to termination of the contract.

44. Drainage line to be maintained/ repaired in case of blockage due to wastage of food material by the contractor at his/her own expenses.

45. Any misleading information may lead to termination of contract.

Date:

**Signature
(Contractor)**

**Co-Chairman
Council of wardens**

SCHEDULE C

PART II

TERMS & CONDITIONS OF HOSTEL OPERATION CONTRACT

PREAMBLE:

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 hostel. s. 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 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:

Sr. No.	Hostel	No. of Rooms	No. of students (Approx.)	Hostel Supervisors	Hostel Attendants
1	Gajjar Bhavan	740	800	07	12
2	Bhabha Bhavan	480	300	03	06
3	Tagore Bhavan	191	300	02	03
4	Nehru Bhavan	204	308	02	03
5	Vivekanand Bhavan	950	910	08	14
6	Raman Bhavan	99	100	01	02
7	Sarabhai Bhavan	132	250	02	03
8	Mother Teresa Bhavan (Girls Hostel)	800	550	06	07
9	Narmad Bhavan (Hostel Guest House)	-	-	01	02

Hostel Section, S.V.N.I.T. Mess and Hostel Operation Contract Tender (2015-2016)

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 contractor) 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 contractor.

1. This Contract is only for Academic Year 2015-16. Normal duration of academic year shall be July, 2015 to June, 2016.
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 upkeep 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 at least one hostel attendant per 75 rooms and one hostel supervisor for 200 students / 150 rooms. In case of mega hostels (capacity more than 400 students), additional number of hostel attendants will be provided as required by the hostel section. Male staff will be provided for boys' hostels and female staff will be provided for girls' hostels.

5. Hostel attendant will perform his/her duties for 8 hours in a day. Hostel supervisor(s) for the hostel are required 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 mess contractor. If any of the staff provided by the contractor 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/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 Warden / 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.50,000/-(Rupees Forty thousand only) towards security deposit for hostel less than 400 rooms and Rs. 1,00,000/- for hostel of more than 400 rooms 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.
25. At present this contract period is for 2015-2016 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 persons 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 & write Hindi, English and Gujarati languages.
 - Having elementary knowledge of computer & typing.
 - Honest, hardworking and positive attitude person.
 - He should be having ***clear police verification*** / consistently good performance in the hostel system.
27. The persons considered and engaged for the work of hostel attendant shall possess following minimum qualifications:
- He should be able to read and write in Hindi / Gujarati

- He 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 / warden.
- The chief warden / warden.

29. Cleaning of students' rooms shall be carried out every alternate day with dusting and floor cleaning liquid. Common rooms and offices will be cleaned daily.

30. Students in the hostels are provided with mattresses, bed sheets, pillows and pillow covers. Contractor shall ensure thorough washing of bed sheets and pillow covers at least twice in a month and washing of mattress covers twice in a year 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.

32. 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.

33. 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.

34. 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.

35. 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.
36. 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.
37. 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. Any misleading information may lead to termination of contract.

Date:

**Signature
(Contractor)**

**Co-Chairman
Council of wardens**

SCHEDULE-D

Sample Mess Menu[#]

DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
BREAKFAST	Vada Sambhar Tea/Coffee/Milk	Dabeli Tea / Coffee/Milk	Puri Bhaji Tea/Coffee/Milk	Alu Tikki Chhole Tea/Coffee/Milk	Idli Sambhar Tea / Coffee/Milk	Veg. Cutles Tea / Coffee/Milk	Samosa Tea / Coffee/Milk
ALUNCH	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	ALu Gobi, Rajma, Roti, Dal, Curdrice, 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, Slad, 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.	Rajmah, RoFAti, Dal, Rice, Onion, Lemon.

* **Curd/ Sweet/Papad are limited**

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



HOSTEL SECTION

SCHEDULE - E

PROFESSIONAL EVALUATION BID

SCHEDULE-E

Pre-Qualification and Professional Evaluation Details

SR. NO.	ITEM	DETAILS		
PART: I GENERAL DETAILS				
1.	Name & Address of the Contractor			
2.	Contact Phone Numbers			
3.	Type of Organization / Enterprise			
4.	Registration Details	Authority	Reg. No.	Date

5.	PAN Card No.			
6.	TAN No.			
7.	E M D Details	Amount	Mode of Payment	

PART: II PROFESSIONAL DETAILS				
1.	Type of Experience:	Mess	Canteen	Catering
	(i) State the type of food supply/ catering works carried out in last three years with details regarding daily persons served per day / event, duration etc. (ii) Attach the order copies/ certificates from clients for such works.			

	(iii)Pl. attach Extra sheet if required.						
2.	Total Experience (Years/ Months)	Mess		Canteen		Catering	
3.	Total Turn Over in Last Three Years (Rs.) (Attach copies of IT returns.)						
4.	Average Turn Over in Last Three Years						
5.	Staff Available	Manager		Cook		Helpers	
6.	Give details of termination of any previous contract if any.						
7.	Give two references where you are currently providing such services.						

Date:

Place:

Stamp & Seal:

(Signature of the Contractor)

Name:

Technical Evaluation Sheet for
SVNIT Mess and Hostel Operation Contract

Part A (Technical Documents)

Sr. No.	Parameters	Marks	Marks obtained (To be filled by the agency)
1.	Copy of the valid trade License.	02	
2.	Copy of the registration number	02	
3.	Copy of the registration made with Employees Provident fund	02	
4.	Copy of the Employees state insurance corporation (ESIC) or work compensation policy	02	
5.	Copy of the PAN/TAN card	01	
6.	Copy of the income tax return for the financial year 2013-14, 2012-13, 2011-12.	03	
7.	Original Bank Solvency certificate of current financial year for an amount not less than 50 lakhs.	02	
8.	Satisfactory completion certificate along with a copy of the valid work order to substantiate the fact of having experience in catering services or similar nature of work for providing breakfast, lunch and dinner for a minimum strength of 200 persons or more on a continuous basis. (Similar nature of work means the running of the canteens/hostel mess of educational institute). Self-certified certificate will not be treated as valid document and no marks will be given for the same.		
	a) Three similar completed works each have strength not less than 200 people on its dinning strength last three years.	10	
	b) Two similar completed works each having not less than 200 people on its dining strength last three years.	06	
	c) One similar completed work each having not less than 200 people on its dining strength last three years.	03	

10.	List of workers engaged under the employment of the tender along with their EPF number mentioned against each which is to be submitted on the letter head of the agency once in a last three years (ECR copy in support of EPF submitted is compulsory). Put up the details of man power deployed for a particular work order. a) If number of staff are more than 25. b) If number of staff are less than 25, but more than 10. c) If number of staff is less than or equal to 10 and greater than 5. d) If number of staff is less than and equal to 5.	10 05 03 00	
11.	Copy of the Bank account number of the agency.	01	
12.	Turnover for the last three years. Authenticated copy of audited statement of accounts for the last three years should be enclosed. (2011-2014) a) If average turnover is more than 60 lakhs. b) If average turnover is less than and equal to 60 lakhs, but more than 40 lakhs. c) If average turnover is less than and equal to 40 lakhs.	10 05 02	
12.	Details of training facilities to staff with proof.	01	
13	Copy of the valid labor license	02	
14.	Copy of the valid food license	02	
15.	Warning letter issued for any reason. (Per letter, for last three years).	-5 00	If Yes If No
Total Marks		50	

Note:-

- ❖ Minimum Qualifying marks on part A is 35. Contractors who will be qualified on part A are eligible to participate in Part B. Those who will score less than 35 will be disqualified from the technical bid. **All the documents to be presented should be in the name of the Contractor.** If the document(s) is in the name of other than the Contractor, the said document(s) will not be considered for the technical bid evaluation.
- ❖ The Contractor should state in its own letter head that the agency has not received any warning/ termination from anywhere during last three years.

Part-B
Committee Visit

The institute appointed committee will visit the site and based on the visit performance the marks will be given.

Feedback about M/s. _____

Engaged by M/s. _____

Sr. No.	Criteria	Excellent	Very Good	Good	Average	Poor
		2.5	2	1.5	1.0	0
1.	Ambience of infrastructure					
2.	Feedback of employee					
3.	Hygiene					
4.	Feedback of user					
5.	Cleanliness of kitchen					
6.	Preparation of food/Handling of kitchen equipment					
7.	Condition of store					
8.	Taste of food					
9.	Variety of food					
10.	Skill of manager					
	Total Marks (25)					

Signature of Committee Members

Note:-

- ❖ The committee will award the marks based on its findings during the visit and the merit list will be prepared accordingly. The tender committee will declare the name of the qualified Contractor based on the merit list marks of (Part A +Part B). First nine Contractors of the merit list (in case numbers of Contractors are more than nine) will be invited for the price bid opening.