



Central Sanskrit University, Bhopal Campus

Sanskrit Marg, Bagsevaniya, Bhopal, MP. 462043

Phone- 0755-2418043, www.csu-bhopal.edu.in



## **TENDER**

Providing Mess services for the Boys and Girls  
Hostel of  
Central Sanskrit university, Bhopal Campus,  
Bhopal M.P-462043





भोपाल 18-07-2023

 **केन्द्रीय संस्कृत विश्वविद्यालय**   
भोपाल परिसर  
संस्कृत मार्ग, बागसेवनिया, भोपाल-462043  
फोन: 0755-2418043, वेबसाईट: [www.csu-bhopal.edu.in](http://www.csu-bhopal.edu.in)

क्रमांक: एफ/2023-24/प्र.शा./ **ई-निविदा सूचना-409** दिनांक :17.07.2023

भोपाल परिसर द्वारा शिक्षण सत्र 2023-24 के लिए ई-निविदा के माध्यम से छात्रावास भेस हेतु निविदा आमंत्रित की जाती है जिसका विवरण निम्नानुसार है:-

क्र.	ई-निविदा संख्या	निविदा का नाम	निविदा खोलने की तिथि एवं समय
1.	2023_RSKS_719417	छात्रावास भेस हेतु निविदा	31/07/2023 2:00 PM

निविदाओं की विस्तृत जानकारी हेतु परिसर की **Website- [csu-bhopal.edu.in](http://csu-bhopal.edu.in)** के माध्यम से देखी /download की जा सकती है। विधिवत भरे ई-निविदा संबंधी समस्त दस्तावेज दिनांक 28.07.2023 को सायं 5:00 बजे तक दो लिफाफा पद्धति से हार्ड कापी में Demand Draft सहित अधोहस्ताक्षरकर्ता के कार्यालय में जमा कराना अनिवार्य है। निविदा को बिना कारण बताये निरस्त एवं परिवर्तन करने का अधिकार निदेशक, केन्द्रीय संस्कृत विश्वविद्यालय भोपाल परिसर को रहेगा जिसकी जानकारी पृथक से परिसरीय वेबसाईट के माध्यम से दी जायेगी।

**निदेशक**



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### E-Tender Notice - 409

Date 17.07.2023

Bhopal Campus invites tenders through E-Tender ID- 2023\_RSKS\_719417 for the arrangement of food for the residential students of the hostels on mess (dining) contract for the academic session 2023-24. Interested tenderer application form Rs.1000/- The demand draft can be obtained by submitting the name of Central Sanskrit University, Bhopal campus and downloading it from the office/campus website Can be downloaded from.

The last date for submission of sealed tender is 28/07/2023 till 5:00 PM. The tender will be opened on 31/07/2023 at 2:00 PM in the premises.

Tenders for the appointment of mess on contract basis can be downloaded from the campus website [www.csu-bhopal.edu.in](http://www.csu-bhopal.edu.in) whose brief details are as follows:-

S.N	Particular	Particular
1	Cost of Online Tender Form	Rs.1000/- (Demand Draft)
2	Cost of EMD	Rs.1000000/- (Demand Draft)
3	Date and time of online publication / purchase of tender form	Date 18.07.2023 from 11.00 am onwards
4	Last date and time for submission of tender form	Date 28.07.2023 up to 05.00 PM
5	Date and time of opening of tenders received within stipulated time period	1. Technical Bid - Date 31/07/2023 at 02.00 PM 2. Financial Bid. Dated 31.07.2024 at 03.00 PM
6	Place of opening of tenders received	Room No. 103, Central Sanskrit University Bhopal Bagsevania Bhopal-462043

Any amendment in the e-tender notice will be issued on the website of the campus itself, without giving it in the newspaper. Tender forms can be purchased only from the above mentioned website by paying demand draft of Rs.1000/-. Detailed terms and conditions of the tender can be obtained through the above mentioned website. It is mandatory to submit all the documents related to the duly filled e-tender in hardcopy along with Demand Draft in two envelope method by 5:00 pm on 28.07.2023 in the office of the undersigned.

Director

Tender is invited for mess arrangement in hostels of Bhopal campus. Contractors having valid license to run mess and having experience should submit their rates in sealed cover along with their license and experience certificates of mess operation as per the following terms and conditions -

This tendering document is for the process of selecting catering contractors for the mess in **Boys & Girls Hostel** on the campus. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- Catering contract Hostel mess terms and conditions along with responsibilities of caterer.
- Rules pertaining to the daily functioning of the mess.
- Penalties for violation of mess rules.
- The general structure of the menu
- Proforma for Technical and Commercial Bids
- Annexures

Interested caterers may participate in a pre-bid meeting and inspection of the Hostel mess premises **on any working Days** . Please be present at the **Director Central Sanskrit University, Bhopal Campus** for this purpose. For more information Visit Campus Website- Central Sanskrit University, Bhopal Campus.

**The agenda of the pre-bid meeting is as follows:**

1. Student representatives will inform the caterer about the ground realities of Mess operation and a visit to the mess considered under the tendering processes will also be encouraged.
2. One of the wardens and Section officer will inform salient points of the terms and conditions and the procedure for the selection of a caterer.
3. Wardens, Section officer and students will respond to the caterer's queries if any.
4. The caterers will be asked to visit the mess and look at the kitchen and facilities of respective hostels advertised for mess tendering.

Prospective bidders are encouraged to attend this meeting, however, not mandatory. The deadline for submission of technical and commercial bids, containing documents stated in the latter part of this tender document, along with an EMD of **Rs. 10 lakh (Refundable) & Tender fess Rs, 1000 (Non Refundable)** is **28<sup>th</sup> July 2023 at 5.00 PM**. A DD draft of this amount should be made in favor of **Central Sanskrit University Bhopal payable at Bhopal**. The EMD amount will be refunded to unsuccessful bidders at the time of the award of the contract.

**Address for submission of the bids is:**

**Central Sanskrit University, Bhopal Campus**  
**Sanskrit Marg, Bagsevaniya, Bhopal, MP. 462043**

**Please note the following conditions:**

- A. **No bid below Rs. 70/- (including GST)** will be accepted for the Hostel Boys & Girls hostel mess. In case of a tie, the priority order will be selected based on a technical evaluation report. Technical and commercial bids must be submitted in **SEPARATE** sealed envelopes. Interested caterers should submit a single technical bid, mentioning the hostels in which they are interested. Separate commercial bids should be submitted for each hostel. The technical bids will be opened on **31<sup>st</sup> July 2023 at 02.00 Noon** In the office of Dean of Student Affairs. Names of the parties shortlisted on the basis of technical bids and site visits schedule will be published on the same website by the evening of 18 July 2023 **in the order of priority as per technical evaluation report**. Shortlisted parties will be invited to attend the opening of the financial bids on **31<sup>st</sup> July at 03.00 PM**, at the same venue.

**TERMS AND CONDITIONS ALONG WITH RESPONSIBILITIES OF CATERER**

The Mess in each of the hostels consists of a kitchen and a dining hall. The important terms and conditions are listed below:

**1. Legal Terms are as follows**

- A. The Contract Agreement would be for a period of **twelve months** and subsequently, may be renewed for an additional period of one year or part thereof, subject to satisfactory performance. The maximum period of contract will be for 03 years. The contract is extendable for another one year maximum after the initial 03 years contract is over.
- B. After 45 days of operation the caterers will be evaluated on the basis of the guidelines and rules detailed in this document and in the leave and license agreement to be drawn. If the caterer fails to meet the expectation and promises made, then their leave & license agreement will be canceled.
- C. **Within 15 days** of execution of the agreement, the caterer will be required to provide a **Bank Guarantee of Rs. 10 lakhs each incase contract awarded for Hostel messes Boys and Girls while a Bank Guarantee of Rs. 5 lakhs each for per hostel** which the agreement is entered. This Bank Guarantee should be from a scheduled nationalized bank and will be held against in default in performance and violations of terms and conditions. **This Bank Guarantee shall be effective for a period of 11 months**. In case of renewal of the agreement, the bank guarantee should be renewed for a period of 13 months from the date of renewal.
- D. The catering contractor has to pay a Rent of Rs, 30000/- Per Month.
- E. Electricity shall be provided free of cost.
- F. Contractor must submit all necessary statutory documents, as stated in the latter part of this document.
- G. If the students are taken out for any activities by the campus, the food amount will not be taken for those days.
- H. Meal fee will not be charged if students are not present during worship holidays, summer vacations, winter vacations, semester breaks declared by the campus.
- I. There are 300 possible accommodation for the students living in both the hostels. (Can be converted to a possible number.)
- J. In the event of award of the contract, the contractor should register themselves with the Regional Labour Commissioner (Central), Bhopal as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.
- K. The Caterer is being provided space and other facilities to run his business on the campus, in a specific hostel. Therefore, **the relationship between the Caterer and the Institute/Hostel is that of a licensor and licensee and not of a Principal Employer and Contractor**.
- L. The per day per student rate may be revised by a maximum of 5% or based on the percentage increase in the Consumer Price Index, whichever is lower, during the term of renewal. This exercise will be done by the respective Hostel Council before the decision of renewal.
- M. The Caterer should obtain, within one month of award of work, the necessary license from FSSAI (Central) and BMC to run a food outlet, at the address of the respective Hostel.

## **2. Labour Laws and regulations:**

- A. The caterer should adhere to all the labor laws of the land, which include the provisions of the Provident Fund Act, the Minimum Wages Act, stipulated work hours, bonus payments, issue of salary slip, experience letters, ID cards, Gate Pass, and other such acts which are applicable. Penalty may be enforced on the caterer for not following the guidelines and a complaint be registered against the Caterer.
- B. The caterer should ensure that the payment is made to the laborers as per the Minimum wages act, to the satisfaction of CSU Bhopal Campus. The payment is to be made into the bank accounts of the employee's latest by 7th of every month and the statement of the accounts is to be submitted to the hall managers every month/every week. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the hostel on a monthly basis.
- C. The Caterer shall not employ child laborers. Upon violation of this requirement, legal action would be taken.
- D. The caterer will make arrangements for their workers to stay outside campus. Only the required number of workers for the early morning operations will be allowed stay in the dormitory/workers/staff room.

## **3. Mess Related Terms:**

- A. Engagement of the required number of staff, providing uniforms, etc. shall be done by the caterer with approval of the mess council of the concerned hostel. The workers should always use hand gloves and caps while working (hair found in food is not acceptable). The caterer should provide a minimum of two pairs of uniforms to the chef, staff, workers and ensure that staff/workers report for duty in clean uniforms.
- B. The approximate strength of mess members for different hostels during the regular semester (January to April and mid-July to November) also during summer and winter vacations is as mentioned in the end.
- C. The price of extra items may be found in Annexure B. The right to make any changes after awarding the contract lies solely with the Hostel Council of the respective hostels. The extra items must be available during regular mess timings.
- D. The caterer shall, at their cost, maintain adequate stock of food grain, grocery. The caterer shall be responsible for the proper hygienic storage of all raw materials.
- E. No food cooked in the mess may be taken out of the premises without prior permission of the Warden/Associate Warden of the concerned hostel.
- F. The owner of the firm shall attend a monthly meeting of the mess council committee, failing which a penalty will be imposed. This meeting shall be attended by the owner himself or a senior representative, who is authorized to take policy & monetary decisions. It is mandatory to sign the minutes of such meetings. All issues related to mess need to be discussed in the meeting and no information should be given to students or outsiders without the approval/authorisation from the warden/s of the respective hostel. Decisions approved mutually in the mess council meeting will be binding on the caterer and hostel council.
- G. It is the duty of the caterer operating the respective mess to clear all dues of small and big vendors who supply the groceries and food materials for the mess operation. In case a complaint is received during the contract tenure, the wardens may hold back partial monthly mess payments to the caterer if the vendor payments are not resolved. In case for any reasons the caterer decides to leave during or after their contract period, if vendor complaints received are not resolved, the institute will hold back the bank guarantee of the caterer till the matter is resolved and proof the same is submitted.
- H. Facility of a first aid box with adequate capacity is mandatory to be provided to the mess workers.

#### **4. Infrastructural and equipment related terms:**

- A. Major civil and electrical works will be attended by Central Sanskrit University, Bhopal Campus. Minor maintenance jobs such as replacement of light bulbs, tube lights, etc. are the responsibility of the catering contractor.
- B. Kitchen equipment, cooking gas bank and dining hall furniture, service Counters, cooking utensils, crockery, cutlery, etc. will be provided by Central Sanskrit University, Bhopal Campus / Hostel. Upkeep of all items provided by the Central Sanskrit University, Bhopal Campus / Hostel will be the sole responsibility of the caterer.
- C. Refilling of cooking gas cylinders provided and procurement of good quality provisions and other Consumables are the responsibility of the caterer.
- D. Security of licensed premises, equipment, fittings, and fixtures, furniture, etc. is the responsibility of the catering contractor.
- E. Maintenance of kitchen equipment will be covered to the scope of service contract entered into by Central Sanskrit University, Bhopal Campus with equipment suppliers, but catering contractors should inform service contractors of maintenance requirements. Additional expenses on repairs and maintenance of equipment, if any, shall be borne by the caterer.
- F. Any damage to the cooking equipment, gas pipeline, etc by the caterer team will be charged 5 times the repair or replacements of the part damaged.
- G. Caterer is supposed to take care of all the utensils and equipment handed over to him by the hostel. The mess manager/ caterer is responsible if anything is stolen or taken by any student without permission.
- H. Suitable fines will be imposed for damage to the civil and electrical infrastructure in the mess area by the catering staff. Strict actions/fines as necessary will be taken for violations related unauthorised entry, alcohol and band items within the hostel premises.
- I. No accommodation, except a changing/resting room, will be provided to the workers of the caterer

#### **5. Contract terms and conditions:**

- A. Only those caterers who have an establishment in Bhopal and adjoining areas (within a radius of 200 Kms) shall be considered.
- B. The caterer should preferably have experience of catering in a registered establishment of a minimum of 300 Students Approx. ( meals per day).
- C. If hostel wants to terminate the contract before the tenure mentioned in the agreement, the Caterer will be given 1-month notice by the Hostel Council. In case the Caterer wants to quit before the conclusion of the agreement, the Caterer must give 3 months' written notice to the Hostel Council or must continue till the time the next caterer takes over the mess. Cancellation of termination of contract will be issued by the Dean of Student Affairs office on advice from the respective hostel council.

#### **6. Issues related to Hygiene in the Mess and the Kitchen:**

- A. Cleaning and Housekeeping of the kitchen and dining area will be the sole responsibility of the caterer.
- B. Cleaning utensils, cutlery, crockery, kitchen equipment, furniture, and mess water cooler is also the responsibility of the caterer. The highest possible standards are expected in this regard.
- C. All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample Liquid soap for hand washing at the basin, clean towels to clean hands, hand gloves for mess workers who handle items like salad, Pani puri, etc., head caps for mess workers, and other measures as advised by the council. Maintaining soap for hand washing at the students' washbasin is also the responsibility of the caterer. It is the responsibility of the caterer to keep the kitchen and mess area clean all times.
- D. Highest levels of hygiene must be maintained in the mess workers' toilet, with provisions for soap,

towels, etc.

- E. Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
- F. Central Sanskrit University, Bhopal Campus / Hostel would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.
- G. The Caterer, at his own expense, should conduct medical examinations of all the workers every three months and keep the original certificates of fitness, indicating that they are free from any communicable disease, available in the mess for inspection.

**7. No price hike will be provided to Caterer for any reason during the entire duration of the Tender Contract, except as mentioned in clause 1(j) above or revision of the rate of taxes by the appropriate Government from time to time.**

**8. Services to be provided in the mess:**

- A. Contractor must implement and follow the System.
- B. The contractor should keep a separate counter for extras. The menu and suggestive prices for the extras in different meals is available in ANNEXURE B. The final decision on the rates, however, may be decided in consultation with the Hostel Mess Council.

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## RULES PERTAINING TO THE DAILY FUNCTIONING OF THE MESS

### Timings for the mess:

Actual timing will depend upon the decision of the respective hostel's council and the caterer would be obliged to adhere to the council's instruction regarding it. Following is a tentative timing.

Meal	Weekdays
Breakfast	7:00 AM to 9:00 AM
Lunch	01:00 noon to 2:00 PM
Evening Breakfast	05:30 PM to 6:00 PM
Dinner	08:00 PM to 9:30 PM

### GENERAL STRUCTURE OF THE MENU

The following is the general structure of the menu. The detailed sample menu is provided in Annexure D.

#### **Breakfast**

- Indian dish
- Adequate Toasted Brown Bread and normal bread with butter, jam, and ketchup
- Sprouts/Boiled Pulses/Corn
- Milk (one Glass of 200 ml) with Bournvita/Complan/Horlicks OR Juice(200 ml)
- Cornflakes/Oats/Chocos/Muesli
- The banana/Idli system that is to be followed is the number of bananas = 3. For eg: foots (foots = 1 item worth), (1 foots = 1 item worth), foots (1 cup = 1 item worth), banana (1 banana = 1 item worth), fruit other than banana (approx 1 bowl serving of fruit = 2 items worth), Poha (1 cup = 2 items worth). The caterer is supposed to serve 3 items worth of either banana/fruit/Sambhar Bada.
- Adequate Tea and Coffee.

## Lunch

- Unlimited plain Rice on all 7 days along with any other special rice items as mentioned in menu (eg. Veg biryani, tomato rice, jeera rice, curd rice, etc.)
- Unlimited Chapati (with and without Ghee)
- Adequate Dal
- One unlimited vegetable curry and one unlimited dry vegetable
- Adequate Salad and pickle
- Fried Papad (adequate) – 5 days a week, roasted papad- 2 days a week
- Fryums, *Chutney* as mentioned in the menu.
- Curd/*Raita*/*Lassi*/*Chaas*/*Rasna*/*Nimbu Pani*/*Jaljeera*/*Kokum*/*Aam Panna* as mentioned in menu

## Evening Brake Fast

- One snack item
- Adequate toasted brown/ white bread with butter, jam, and ketchup. Peanut butter should be served twice a week, if the mess council so desires.
- Adequate Tea and Coffee to be served on all 7 days of the week

## Dinner

- Adequate plain Rice on all 7 days along with any other special rice items as mentioned in the menu (eg. Veg biryani, tomato rice, jeera rice etc.)
- Adequate Chapati (with and without Ghee)
- Adequate Dal
- One Adequate vegetable curry and one adequate dry vegetable
- Adequate Salad
- Pickle
- Fried Papad (adequate) – 5 days a week, roasted papad- 2 days a week
- Sweet Dish (2 pieces of premium sweet or equivalent quantity as decided by the mess council), (either in lunch or in dinner)
- Curd/*Raita* as mentioned in the menu
- One Fruit

**Note:** *This is just a sample format menu, changes are possible based on decisions of the mess council. as well if some items from the menu are removed by the council.*

## Rules pertaining to food:

1. Adequate Salad will be provided during lunch and dinner. It will consist of lemon, green chilies (both raw and fried). Either tomato or onion must be there in the salad. It will also contain any two of the following in every meal: cucumbers, beetroots, carrots, and radish except when Groundnut, Corn, Sprouts, Minced or Cabbage Salad is being served. The choice of salads is complete with the Mess council.
2. Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.
3. The composition of a vegetable item should be exactly as specified by the council. E.g. if the council requires that onion or potato should not be mixed into an item, then it should be strictly followed.
4. Seasonal drinks must be served in the mess as per the requirement given by the mess committee.

5. Special chutney and Sambar should be served with all South Indian dishes (like idli, dosa, etc.)
6. *Raita* is served when dishes like Biryani are served. Plain rice has to be served in addition when there is biryani or pulav.
7. Ketchup, Butter, Jam (of mentioned brands), Curd and *Chutney* has to be provided along with all dishes which need them and as decided in the menu.
8. Caterers should provide special Dinner or Lunch on occasions like festivals for **ten days in a year**, as decided by the mess council, **at no extra cost**. Tea parties (once a semester) and regional food festivals should be organized occasionally at no extra cost, as decided by the mess council. Sample Special dinner menu could include 2 starters (veg), 2-sabji, sweets(2pcs or 1 pc of two different sweet or equivalent/ice-cream, etc.), dal, rice, drinks, papad, salad, etc. can be served as well, as extras. One sweet dish shall be served on the festival days (The list of festival days to be decided by the mess council).
9. In case a special event is organized in the hostel for which food is arranged from another caterer/restaurant, the students will get a discount corresponding to food charges for that meal. This is expected to happen no more than twice a semester. Cost decided in consent with the mess council. Special food on days of fasting should be served, as decided by the mess council, at no extra cost
10. Food should be served and maintained warm at all times.
11. Paper napkins should be provided when fried food is served. Butter paper should be used to keep the fried items.
12. Use of Dalda/Vanaspati Ghee or hydrogenated fats in any form is not allowed unless the council explicitly gives written consent for the same, with approval from the Warden.
13. Different quality of rice should be used for Biryani and normal rice. Kolam rice should be used during normal meals and for special dinner / lunch, biryani etc. branded basmati rice should be used.
14. Water should be served on the tables and filled salt dispensers must be available on the table at all times.
15. Cleanliness of the dining area to be maintained by the caterer at all times.
16. Curd to be served with Parathas at all times.
17. Curry Maggi/ Poha / Maggi and Tea /Coffee should be served in disposable plates during End-Semester and Mid- Semester Examination (40-45 Days in a Year, on timings to be decided by the respective mess council).
18. Food should be kept after regular time if council requests to do so on some occasion

**19. The dishes/items with their frequency is given below:**

Dish/ Item	Minimum Frequency
Paneer	Twice a week
Adequate Rasna, Khus Sharbat, Lemon water, Roohafza, Jal Jeera, Aam Panna	5 days in a week, other than the days of Chaas, Lassi
Soups	Twice a Week
Adequate Chaas, Lassi	Twice a week

Banana is to be served in breakfast OR other fruit	7 days in a week OR Twice a week
Fruits must be served in tiffin/dinner	7 days a week
Cornflakes/Oats/Chocos/Muesli	7 days a week
Plain curd will be served, plain curd should be made from non-toned full cream milk.	Four times a week
Sweets (including ice cream)	7 days a week
One glass of milk (200ml)	7 days a week in Breakfast/Tiffin/Dinner
60 gram of Shrikhand/yoghurt	Once a week
Slice of cheese	Once a week

**\*\* The composition of the dishes/items will be decided by the council, and also their position in the menu will be decided by the council.**

**Other Rules:-**

1. Jain Food and Boiled Food should be served as per requirement, which is to be decided by the mess council on separate counters.
2. The use of ***monosodium glutamate (Ajinomoto)*** is strictly prohibited. **Colouring agents known to cause health effects are strictly prohibited from use. Any items prohibited under the tender agreement should not be kept in the hostel mess or premise.**
3. A sufficient number of counters, as decided by the Mess Council, should be operational. No mess worker should stay/sleep in the mess during night time after 10:30/11:00 PM except when midnight snacks(midnight maggi) is requested by the council.
4. A list of management or supervisory positions must be given by the caterer to the mess council, which states the name of person whom the mess council should contact for a particular issue in the mess. This list should be maintained formally and given to the mess council. Any changes in these positions should be told beforehand unless there is an emergency.
5. Caterers should maintain a complaint and suggestion register and every complaint should be responded to by taking corrective measures in consultation with the hostel council.
6. Catering services for the institute and any other events held within the premises of the hostel may be undertaken only after obtaining written permission from the Warden/Associate Warden, at least three days prior to the event.
7. Coupons for guest meals and extra items will be sold to the customer either on the basis of the requisition of a resident of the hostel or against cash payment for the same to the caterers. The price of the same shall be decided by the mess council in consultation with the Caterer.
8. For every guest meal through coupon the Hostel will get a 20% share for every guest meal.
9. **Students approved for the rebate should get a 100% rebate 30 days in an academic year.** Rebate applications will be submitted to the hostel office online/offline and the mess office will be informed online/offline at least before 2 PM of the previous day as per rule. The caterer must submit an email id to receive the rebate application.
10. Pest control in the Kitchen area, Dining area, and Storage area should be carried out through licensed agencies at least once a month by the caterer. In case if the hostel council conducted pest

control and paid the agency, the full amount of the Pest control contract should be reimbursed to the hostel. Records of pest control carried out in the kitchen and dining area should be maintained in the Mess Office all the time for inspection.

11. In case the mess is closed on any occasion or for pest control then special dinner/lunch shall be provided, in lieu of the missed meals, at no extra cost, if mess council requests. For every two pest control there would be one special Dinner/lunch.
12. In case special Dinner / lunch is not provided as per clause number 12, full refund for the missed meals has to be given to all students.
13. Distribution and order of pizza, burger, Mod from dominos, McD and fish to be done by the contractor as per the list given and instructed by council. It is the sole duty of the contractor to provide workers who will distribute these items.
14. Caterers should use fresheners regularly in the mess dining, kitchen and washing area to avoid foul smell.
15. Disposable Glasses and plates, spoons or any other disposable items, as instructed by mess council, should be provided to students at no extra cost at the time of breakfast and tiffin. Such items being provided should be food grade
16. No stale (not fresh, items used in a meal) items should be found in a mess after 36 hours of its preparation. Fine will be imposed as decided by the mess council & Warden.
17. Food wastage should be weighed daily for all meals and should be displayed in the mess. The surplus mess food from each meal could be distributed to the workers of the hostel as decided by the hostel council.
18. All the coupons purchased shall be punched properly and shouldn't be reused in any circumstances, failing To do so, the council has rights to take strict actions against the caterer.
19. A bifurcation of prices of each meal should be done and shared with the hostel council.
20. All decisions related to fines/violations etc are needed to be discussed in the mess council meeting and the same to be minuted appropriately and signed by all members present, which will be later shared with the residence after approval from the wardens. Sharing or distribution of any material or information without the approval of wardens is strictly not allowed. This applies both to the caterer and hostel student council.
21. Dining area cannot be partitioned based on any food type/criteria.
22. Sample food should be kept separately by caterers which should include all the items served in the mess for every meal and it should be preserved by them for the next 3 days. It should be stored with proper covering

## PENALTIES FOR VIOLATION OR RULES, TERMS AND CONDITIONS

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

<b>Rule Violation</b>	<b>Minimum Fine per complain</b>
Non-availability of complaint register on the counter / discouraging students from registering complaints	Rs. 10,000/- 10% of daily billing for one day. (Whichever is more)
Insects cooked along with food	Rs. 50,000/- 50% of daily billing for one day. (Whichever is more)
Soft objects like hair, rope, plastic, cloth etc. in food	Rs. 10,000/- 25% of daily billing for one day. (Whichever is more)
Any complaint of stones / pebbles of diameter more than 2 mm	Rs. 20,000/- 40% of daily billing for one day. (Whichever is more)
Hard and / or sharp objects like glass pieces, nails, hard plastic etc.	Rs. 20,000/- 60% of daily billing for one day. (Whichever is more)
Three or more complaints of unclean utensils in a week	Rs. 15,000/- 20% of daily billing for one day. (Whichever is more)
If mess council in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily	Rs. 10,000/- 25% of daily billing for one day. (Whichever is more)
Food poisoning	Rs 3,00,000 to 200% of daily billing depending upon severity
Timings mentioned in the tender or decided with the respective council should be followed strictly	Rs 10,000/- 10% of daily billing for one day. (Whichever is more)
If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin	Rs. 15,000/- 15% of daily billing for one day. (Whichever is more)
Changes in menu of any meal without permission of mess committee	Rs. 10,000/- 10% of daily billing for one day.(Whichever is more)
If the quality of milk is not found to be appropriate, or it is diluted. It should have 3-4% fat content or as recommended by the council.	Rs 20,000/- 20% of daily billing for one day. (Whichever is more)

Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.	Rs. 25,000/- 35% of daily billing for one day.(Whichever is more)
Failure to maintain a proper health checkup of the workers	Rs. 10,000 /- 30% of daily billing for one day.(Whichever is more)

Using brands not mentioned in the contract without prior permission and adulteration	Rs. 50,000/- 50% of daily billing for one day. (Whichever is more)
Any tampering with gas cylinders / gas pipelines	Rs. 30,000/- 35% of daily billing for one day. (Whichever is more)
Use of newspapers to keep fried items or any cooked food will be fined severely	Rs. 20,000/- 10% of daily billing for one day. (Whichever is more)

**Please Note:**

1. Food poisoning may invoke the above fines, along with cancellation of contract and possible blacklisting of the caterer. The security money deposited by the institute will not be refunded to the caterer in case the contract is cancelled for the above reason.
  2. Absence of proprietor or his representative empowered to take decision from mess council meetings (which will be held once every month) on due invitation will attract a fine of Rs.20,000/- on caterer.
  3. As and when the mess council proposes a fine it will inform the representative of the caterer or mess manager and a fine will be imposed after approval of the Warden/Associate Warden. With consent of the wardens.
  4. 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 as cash and/or summary termination of the Contract.**
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**BRANDS OF CONSUMABLES PERMISSIBLE**

<b>Mess Item</b>	<b>Brand</b>
Salt	Tata, Annapurna, Nature fresh
Spices	M.D.H. Masala, Catch, Everest, Mothers, Laxmi food and Spices (Parab)
Ketchup	Maggi, Kissan, Heinz, Del Monte
Oil (Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara use of Hydrogenated (vanaspati) oil is strictly prohibited )
Pickle	Mother's, Priya, Tops, Nilon's
Atta	Ashirvad, Pillsbury, Annapurna
Instant Noodles	Maggi, Top Ramen, Yipee
Flavoured drinks	Rasna, Roohafza, Mapro
Papad	Lijjat
Butter	Amul, Mother dairy, Govardhan, Shivamrut
Bread	Modern, Kwality, Wibs
Cornflakes	Kellogg's
Chocos	Kellogg's
Jam	Kisan, Mapro, Druk, Maggi
Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday, Shivamrut,Sanchi
Shrikhand	Amul, Shivamrut,Sanchi
Frozen yogurt	Mother dairy
Cow Milk(Half Cream/non-toned)	Amul, Mother Dairy, Govardhan, Shivamrut, Gokarna,Sanchi
Paneer	Amul, Mother Dairy, Shivamrut
Tea	Brooke bond, Lipton, Tata, Taaza
Coffee	Nescafe, Bru
Ice Cream	Amul, Mother Dairy, Kwality. Natural's, Havmor

Soya	Nutrela
Frozen Peas	Safal (offseason), Al kabeer
Cheese	Amul, Mother Dairy, Britannia
Kolum Rice	Royal, Donur
Basmati Rice for special rice	Everyday, Daawat Devaaya,
Custard Powder	Brown Polson
Handwash	Lifebuoy (non-diluted)
All non branded	As decided by the council

**Caterers may use any other FPO/FSSAI approved brands only if permitted by Mess Council, in writing.**

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**APPLICATION FOR CONTRACT FOR HOSTELS IS TO BE SUBMITTED TO THE UNDERSIGNED ON SEPARATE  
SEALED ENVELOPE MENTIONING THE HOSTEL NUMBER**

**Proforma for the Technical Bid**

**Hostels for which the bid is being made:** \_\_\_\_\_

Name of the Party: \_\_\_\_\_

1. Name(s) of the Proprietor(s)/Partner(s): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact : \_\_\_\_\_

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

\_\_\_\_\_

3. Contact Number: \_\_\_\_\_ Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

4. Major establishment in/around Bhopal:

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3.. \_\_\_\_\_

\_\_\_\_\_

4. \_\_\_\_\_

\_\_\_\_\_

Signature of the Proprietor(s)/Partner(s) or Authorized Representative

Date: \_\_\_\_\_ Name of the signatory:

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

Stamp:

**Information to be provided with the Technical Bid**

1. Details of Experience of handling large institutional/corporate cafeteria/food outlets: Current and Earlier (during last 7 years). Please include copies of work orders for values of Rs. 30 lakhs and above for contract periods of one year. For the purpose of evaluation it is necessary that the caterer must have executed 1 work order of 80% or 2 work orders of 60% or 3 work orders of 40% of a notional value of Rs. 1 crore over one year period in the last 7 years.
2. Any other pertinent information.

**Documents to be provided with the Technical Bid**

1. Two References establishment where caterer has provided service in the past or present
2. Photocopy of the following documents:
  - a) Bank solvency certificate
  - b) Income tax return certificate •last three years and PAN card copy
  - c) Catering (from FSSAI), food outlet & labor license
  - d) Registration Certificate
  - e) Details about PF/ESIC registration
  - f) Balance Sheet • last 3 years
  - g) Partnership deed (If applicable)
  - h) Sales Tax certificate
  - i) Shop & Establishment Registration from municipality

**Please note that bids without the information and documents mentioned above will be rejected without further consideration.**

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## Proforma of Financial Bid

*Note : If you want to bid for multiple hostel, Take multiple print of this Proforma and submit it separately for diff hostels*

**Hostel for which the bid is being made: Hostel \_\_\_\_\_**

Director  
Central Sanskrit University, Bhopal 462043

**Sub:** Mess catering contract for Hostel, Central Sanskrit University, Bhopal Campus.

Name of the Party: \_\_\_\_\_

Our quotation for the mess of Hoste is: Rs \_\_\_\_\_ (In words: \_\_\_\_\_  
\_\_\_\_\_ ) with taxes per day per student.

In addition all other applicable taxes as detailed below:

Catering Charges per day per person for Inclusive of all taxes. (In Rs.)	
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We have read and agreed to:

1. Terms and conditions pertaining to mess tendering contract
2. Rules pertaining to daily functioning of the mess.
3. Penalties for violation of rules, terms and conditions.

\_\_\_\_\_  
Signature of the Proprietor(s)/Partner(s) or Authorized Representative

Date: \_\_\_\_\_ Name of the signatory: \_\_\_\_\_

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

Stamp:

## **ANNEXURE A**

Minimum number of students approx. 300 or more during the semester or during summer/winter breaks

### **IMPORTANT NOTE:**

*These numbers are liable to change. Any student can choose not to register for mess facility permanently, in such a case 30% of the monthly mess (according to the base price) will be paid to the caterer for each such student as a compensation and the student may continue eating by paying for individual meals on normal per day cost that is applicable for other students.*

*Bifurcated cost for individual meals to be decided in consultation with the Mess Council.*

**ANNEXURE B: EXTRA ITEMS**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Price (INR)</b>
1.	Milk(200 ml)	15.00
2.	Milk with Bournvita (200 ml Milk + 15 gram Bournvita)	15.00-18.00
3.	Milk with Chocos (150 ml Milk + 30-gram Chocos)	15.00-18.00
4.	Milk with Cornflakes (150 ml Milk + 30-gram Cornflakes)	15.00-18.00
5.	Paneer Bhurji(150 grams/1 bowls)	30.00
6.	(Made of 2 Froots)	20.00
7..	Banana	4.00 per
8.	Paneer Masala (Adequate Gravy)	50.00
9.	Paneer Fry (200-250 gram)	90.00
10.	Paneer Chilly (225-250 gram)	40.00
11.	Paneer 65 (225-250 gram)	40.00
12.	Paneer Biryani (5 Pieces+Adequate Rice)	40.00
13.	Other Paneer items (225-250) gram	55.00
14	Aam Ras (200 ml)	25.00

**ANNEXURE C: SAMPLE MENU FOR HOSTEL MESSES**

Representative menus for different hostels can be found in the following links. (Please note that this menu is just for reference, the actual menu may deviate from this one, as per instruction of the council)

Day	Breakfast	Lunch	Evening Brake Fast	Dinner
<b>Monday</b>	Gobi Paratha, Schezwan, Chutney, Pickle, Boiled, Sambhar Bada Paneer Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Aloo Chatpata, Rajma, Dal, Tomato Rice, Methi Puri, Chhas, Papad, Salad	Burger, Bread Butter Jam(BBJ), Tea, Coffee, Milk(Hot/Cold)	Veg Makhanwala, Gobi matar Chaman, Chapati,
<b>Tuesday</b>	Poha + Sev, upma idli Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Paneer Tikka Masala, Rasam, Dal, Chapati, Masala Rice, Papad	Masala Dosa, Cold Coffee, Sambhar, Chutney, Bbj, Tea, Coffee, Milk(Hot/Cold)	Malai Kofta, Arbi dry, Chapati, Rice, Dal Makhani, salad
<b>Wednesday</b>	Mix Veg Paratha,, Curd, Pickle, Poha, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Chana Masala Dry, Kadi Pakoda, Dal Khichdi, Sada Puri, Boondi Raita, Papad	Samosa, Ice Tea, Bbj, Tea, Coffee, Milk(Hot/ Cold)	Baingan Bharta, Tomato Carry, Salad,, Dal, Rice,
<b>Thursday</b>	Idli,, Poha Banana, Bbj, Tea, Coffee, Milk(Hot/Cold )	Veg Kolhapuri, Aloo Gobi Matar Dry, Paratha, Jeera Rice, Dal, Papad	Veg Cheese Burger, Bbj, Tea, Coffee, Milk(Hot/Cold)	Paneer Butter Masala, Bhindi Fry, Dal, Rice, Chapati, salad
<b>Thursday</b>	Onion Tomato Uttapam, Sambar, Chutney, Boiled Poha, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold )	Corn Matar Kadhai, Sprouted Dry, Dal , Chapati, Rice , Papad	Noodles, Bbj, Tea, Coffee, Milk(Hot/Cold)	Rajma, Paneer bhurji, Dal, Jeera Rice, Chapati,

<b>Saturday</b>	Puri Bhaji, Boiled Paneer, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold )	Kala Chana, Dum Aloo Gravy, Chapati,Rice, Papad, salad	Pav Bhaji, Bbj, Tea, Coffee, Milk(Hot/Cold)	Chhole Tariwaala , Aloo gobi, Chapati, Dal, Rice, Sal
<b>Sunday</b>	Idli, Sambhar, Chutney Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Chhole Bhature, Tur Dal, Imli Chutney, Rice, Salad, papad	Bhel Puri, Nimbupani, Bbj, Tea, Coffee, Milk(Hot/Cold)	Gatte Ki Sabji, Missi Roti, Chutney, Pulav,