

Madhav Institute of Technology & Science Gwalior

Expression of interest document for EMPANELMENT of firms / Agencies for providing operational services in Messes in Hostel (Boys/ Girls)

Background:

Madhav Institute of Technology and Science, Gwalior (MITS) Gwalior is a premier educational institution for B.E., B.Arch., M.C.A., M.E., M.Tech. & Ph.D . It has at present about 700 students and staying in **04(Four) Hostel of Residences..** Each hostel has a “**Mess Committee**” of the residents and hostel administration, which is authorized to regulate the mess related activities on a day-to-day basis. The hostel’s administration includes a “**Chief Warden**”, “**Sr. Warden**”, “**Warden**” and “**Hostel Manger**” nominated by the Institute for operation of the mess contract and supervision of other related work. Generally the strength of the residents in each of the hostels remains around 100 to 200 students (Maximum) during the academic year. However, during the vacations the strength of the students may reduce substantially or it may be closed. (See our academic calendar).

MITS, Gwalior invites application for expression of interest for empanelment of firms/agencies having relevant experience in providing operational services for running the hostel mess in the institute.

Scope of Work:

The empanelled ‘Service Provider’ is expected to provide the following services:

- a) Cooking and Serving Meals which includes the following in each hostel:
 - a. Morning Breakfast.
 - b. Lunch.
 - c. Evening Breakfast.
 - d. Dinner.

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- b) Procurement of Raw Material, Cooking Utensils (Thalis, Glasses, Bowls, Spoons etc) on self-expenditure.
- c) It may be noted that if the cooking fuel connections are provided by M/S Avantika Gas Limited then outside cooking fuel such as Gas cylinders will not be allowed.
- d) Managing and Control of Stocks and Inventories.
- e) **Cleaning** of Utensils, Serving Counter, Kitchen, Cooking, Dining and Auxiliary areas.
- f) **Security** of Kitchen Equipment's, Utensils, and other related items inside the kitchen, and Mess premises.
- g) **Maintenance** of Equipment's in Kitchen, Dining and Mess premises.
- h) Deployment and Supervision of required manpower for the above mentioned tasks. It can be noted from the above points that **Operational Services shall Not Include Preparation of Mess Menu and any Policy matter related to running of the Mess.** All such decision will be the direct responsibility of the relevant Mess Committee of the Hostels as nominated by the competent Authority.

General Conditions:

1. The 'Service Provider' shall provide two Meals, Morning and Evening Breakfast per day as per the following break-up:

- a. Breakfast with Tea. (Time: 08:00 am to 09:45 am)
- b. Lunch. (Time: 01:20 pm to 02:20 pm)
- c. Evening Breakfast with Tea. (Time: 05:15 pm to 06:15 pm)
- d. Dinner. (Time: 07:30 pm to 09:30 pm)

Each meal will be served over a period of 60 to 120 Minutes.

The Mess Committee will decide the timings for each meal on different days.

The Mess Committee may revise the timings over the year as per academic and other activities.

The Mess Committees will inform the service provider about the changes in the timings well in advance.

2. The Mess Committee shall provide Mess Menu to the service provider, which shall usually be fixed for a period of one month, though the Mess Committee, reserves the right to change the menu more frequently. The Mess Committee shall

communicate any change in the menu in writing, adequately in advance, to the service provider.

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3. The Service Provider shall procure all the Raw Materials and Food Articles as may be required for the Mess Menu. The wholesome Food Articles to be procured must be of Standard Brand / Quality available in market and with consultation of the Mess Committee.
4. Service Provider shall ensure Standard Quality of Fresh Vegetables and Dairy Products from the market. **The Service Provider shall not be allowed to store Fresh Vegetables for more than 01 (One) day; however the storage of Dairy Products is not Allowed in any case.**
5. The Service Provider shall ensure that a sufficient stock of Raw Materials and Food Articles is stored for consumption for a minimum period of 15 (Fifteen) days. The Mess Committee shall have the right to check the quality of Raw Materials, Food Articles and Vegetables from time to time. In the event the quality of Items Procured found is NOT SATISFACTORY, the Mess Committee/Warden/Hostel Manger is empowered to penalize the service provide and can recommended the termination of service contract to the Director.
6. The Mess Committee/Warden/Manager Hostel is authorized to impose an appropriate fine on the service provider in case of sub-standard quality of food items, malpractice, lack of hygiene or violation of any of the conditions of the contract.
7. The mess premises comprising of Kitchen, Dining Hall, Furniture, and Storage Area will be provided by the Institute. The Institute will also provide the deep fridger water cooler and hot running water for cleaning purposes. However, kitchen equipment/appliances, cleaning/washing materials/tools and manpower to properly maintain this infrastructure shall be arranged by the service provider at his/their own cost.
8. **The Service provider would be charged as per the Institute Norms for the:**
 - a. **Rent of Kitchen and Storage Area @ 100/- per month per students.**
 - b. **Electricity Charges for the Kitchen and Storage Area as per actual.**
 - c. **Water Charges for the Kitchen and Storage Area as per actual.**

- d. **Cooking Fuel Piped Natural Gas (PNG) charges for M/S Avantika Gas Limited** as per actual (Billing Cycle 15 day) + LMC+ Security to be made by service provider. **(If provide by the Institute).**

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09 The Mess shall normally function throughout the academic year. However, some of the messes may be closed during the vacation at the discretion of the Institute. during the academic session the messes will not be allowed to be closed on any day, including Sundays and other holidays, for any reasons whatsoever.

10 As it is cooperative Mess hence no relaxation in tender fee, Security Deposit, Earnest Money and in rates is permitted.

11 The Service Provider shall ensure that sufficient manpower, on his pay roll, is deployed for preparation and service of each meal including cleaning, washing and overall upkeep of mess assets and premises. A representative distribution of the minimum manpower required for a hostel of about 100-200 residents is outlined below:

| Sr. No. | Type / Role | Minimum Required Numbers |
|---------|--|--------------------------|
| 1. | Mess Manager | 01 |
| 2. | Cook | 03 |
| 3. | Semi Skilled Workers | 03 |
| 4. | Unskilled Workers | 03 |
| | Total Minimum Manpower Required | 10 |

11 The attendance of the mess workers shall be checked from time to time and in case of deficiency in deployment of manpower, appropriate penalty may be imposed by the Mess Committee / Warden / Manager Hostels.

12 The Service Provider shall pay not less than what is provided under the law to workers engaged by him for the work. The service provider shall be required to comply with all statutory norms including the provisions of Minimum Wages. The mess workers shall not work for more than one shift staggered over 12 hours. However, the total hours of work in a day shall not exceed 08 hours.

13 Security check / Verification of credentials are to be undertaken by the service provider before deployment of personnel in the Hostel Mess. **The Service Provider and Personnel (Manpower) deployed should not have any Criminal or Judicial case pending and / or ongoing against them.** In case, the status changes during the period of empanelment, such an event must be brought to the notice of Mess Committee / Warden / Manager Hostels. Security pass / Identity card will be provided to each worker deployed by the service provider. All workers need to carry their security pass while coming in / signing out of their duties.

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- 14 The Service Provider will not be allowed to use Electricity as Cooking Fuel. However the usage of Toasters, Refrigerators, Geysers, Mixer Grinder, Microwave Ovens and other electrical equipment's for cutting/grilling are allowed. The Service Provider may also use any other electrical cooking appliance after obtaining prior permission of the Warden/ Manger Hostel in writing.
18. All staff deployed by the Service Provider, needs to be in proper & neat uniform.
19. The Service Provider at any cost will not engage **Child Labor** in the Institutes Premises.
20. The contract is Non-Transferable and Sub-letting of contract is **Not** allowed under any circumstances.
21. The deployed staff apart from neat uniform must also wear hand gloves, serving caps and aprons during the serving time of breakfast, lunch and dinner. Severe action would be imposed on the service provider if found violating the above.

Eligibility for Empanelment:

1. The applicant should be in catering business for preceding 03 (Three) years as on 31-03-2018.
2. The 'Service Provider' should be a registered and licensed contractor for the said job e.g. Food License, GST No., PAN No., Form 16 issued from the appropriate authorities should be enclosed to support this.
3. Experience of having successfully run the catering services during the last 03 years ending 31.04.2018 in Educational Institutions of the Government / Autonomous Bodies / Universities and Institutes of National Importance having not less than 200 persons on its dining strength is mandatory.
4. The service provider's financial turn-over (Average) in catering services during the last 3 (three) years (2015-16 & 2016-2017,2017-18) should not be less than Rs.30 lakh. A supporting document duly certified by Chartered Accountants should be submitted.

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5. The service provider's should have on his pay roll sufficient number of trained manpower for the proper execution of the contract.
6. The service provider's performance for each work completed in the last 3 years and in hand should be certified by the Relevant Authority.
7. The cost of EOI document will be 1,000/- (One thousand Only) in the form of DD/Banker's Cheque (non refundable) in favour of "**Director, MITS, Gwalior**" payable at Gwalior. The EOI (application) form can be downloaded from the Institute's Website or purchased from Institute office.
8. The Service providers shall deposit EMD (Interest free) of Rs. 50,000/- (Rupees Fifty Thousand Only) by Account Payee Demand Draft / Banker's Cheque / from any of the commercial banks in an acceptable form drawn in favour of "**Director, MITS, Gwalior**" payable at Gwalior with the EOI document. EMD will not carry any interest from the part of the Institute and will be refunded to the empanelled service provider after expiry of 30 days beyond the contract period.
9. The EMD of Rs.50, 000/- (Rupees Fifty Thousand Only) of the Selected Service Providers will be converted in security deposit. (Interest free)
10. If the cooking fuel connections are provided by M/S Avantika Gas Limited then Security deposit and LMC charges as per actual will also be required to deposit In form of Account Payee Demand Draft / Banker's Cheque / from any of the commercial banks in an acceptable form drawn in favour of "**Director, MITS, Gwalior**" payable at Gwalior.
11. **Security will not carry any interest from the part of the Institute and will be refunded to the empanelled service provider after expiry of 30 days beyond the contract period**
12. The Service Provider should have valid documents such as:
 - a. PAN card Number.
 - b. GST Numbers (Applicable as per Govt. of India Norms)
 - c. Firms / Agencies Registration Numbers.
 - d. Food safety license issued M. P. Govt.

11. The workers employed by the service provider shall be a uniformed and named batch, which would be provided by the Service Provider. The workers are not the employees of the Institute and shall not act detrimental to the interest of the Institute. Service Provider shall have to follow the security regulations of the Institute.

Procedure for Empanelment:

1. The Firms / Agencies willing to be shortlisted as a service provider are requested to submit their written application in the enclosed proforma with all the attachments and relevant documents so as to reach the **Director, MITS, Gwalior** on or before **15:00 hours on 27.06.2018** Applications reaching after the above deadline or not in the proper format shall be rejected summarily.
2. The selected agencies shall be empanelled for a period of 01 years (One year). This period may be extended at the end of the empanelment period at the discretion of the institute; subject to mutual agreement to another subsequent 01(One) year.
3. The Institute reserves the right to inter-rotate the operation of various messes after 06 months, however the **Rate Contract will be valid for Two years.**
4. The institute reserves the right to reject any or all applications with or without assigning any reason whatsoever.

Award & Termination of Contract:

1. The Committee will select one or more venders from the empanelled agencies for awarding of the contract for providing the operational services to their residents. Based on the recommendation of this committee, a final decision shall be made by the Institute.

2. The contract shall be normally for a total period of 02 (Two) years and extendable for another subsequent year at the discretion of the Competent Authority.
3. The contract may be terminated with or without giving any reason by either party, by giving one month's notice to the other party.

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Rate of Payment

1. Institute will pay at the approved rate which will be inclusive of GST payable to the service provider subject to TDS deduction as per the Govt. of India norms.
2. The mentioned rate acceptable to institute is Rs.2700/- (Two Thousand seven Hundred Only) per students per month, however the service provider is suppose to quote his best rates (May be higher/lower) in the interest of student without any compromises in the quality and quantity of the food and shell be paid to service provider after deducting service charges of Rs.100/-.
3. The service providers shall submit bills for each month to the Mess Committee Office for payment.
4. The aforementioned rates shall be in force for the entire period of empanelment and shall not be revised under any circumstances.

Important Notes:

1. The Institute reserves the right to:
 - a. Amend the scope and value of the contract.
 - b. Amend the rate of the contract.
 - c. Award any of the Hostels to the empanelled agencies.
2. For any of the above actions, the Institute shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same.

3. Effort on the part of the agencies or it's agent to exercise influence or to pressurize the Institute for contract shall result in rejection of the application. Canvassing of any kind is Strictly Prohibited
4. The Service Provider should indemnify any loss or damage to the Institute arising out of the actions of the workers engaged in the premises and also out of the statutory obligations(s) of the contractor.
5. In case of any dispute, the legal proceedings of the same shall be instituted in the court of Gwalior, Madhya Pradesh only.

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

1. Unavailability of complaint register on the counter/discouraging the complaint would lead to a fine of Rs. 500/- on the Service Provider.
2. Three(03) or more complaints of insects/stones/other foreign object found in any meal would invite a fine of Rs. 1000/- on the Service Provider.
3. Five(05) or more complaints of unclean utensils in a day would lead to a fine of Rs. 1000/- on the Service Provider.
4. If mess committee agrees that certain meal was not cooked properly then a fine of Rs. 1000/- would be imposed on the Service Provider.
5. If food for any meal is over within the mess timings and waiting time is more than 20 minutes, including shortage of any item, then a fine of Rs. 1000/- would be imposed on the Service Provider. Indicative Mess timings are as below:
 - a. Morning Breakfast (Time: 08:00 am to 09:45 am)
 - b. Lunch. (Time: 01:20 pm to 02:20 pm)
 - c. Evening Breakfast (Time: 05:15 pm to 06:15 pm)
 - d. Dinner. (Time: 07:30 pm to 09:30 pm)
6. Any Change in menu without permission of Mess Committee would result in a fine of Rs. 500/-on the Service Provider.
7. Fine on any discrepancy (personal hygiene of workers, Kitchen area, dining area etc) will lead to fine of Rs. 500/- on Service Provider.
8. For any rules stated in the agreement:

- i. First violation of the rule implies fine as per the rule.
 - ii. Second violation of the same rule in the same calendar month will attract double the initial amount of fine for the Service Provider.
 - iii. All subsequent violations of the same rule would invite five times the initial amount of fine.
9. As and when Mess Committee proposes a fine it will be informed to the representative of the Service Provider or Mess Manager and fine will be imposed with consent of the Mess Committee.
10. The Mess Committee reserves the right to review the fine imposed.

Name

Signature

Seal of firm

Date 9/13

Cost of tender form: Rs. 1,000/-(Non refundable)

Madhav Institute of Technology & Science, Gwalior- 474 005
(A Govt. aided UGC autonomous affiliated to RGPV, Bhopal)



Expression of interest for
Empanelment of
Firms /agencies to provide operational services in
Messes in Hostels (Boys/Girls)

2018-2019

The tender documents contains 15 pages

Tentative Brands of Consumables Permissible in the Hostel Mess:

| Item | Brands Permissible |
|---|--|
| Salt | Tata, Annapurna, Nature fresh, |
| Spices | M.D.H., Ramdev, Everest, Catch, Patanjali |
| Ketchup | Maggi, Kissan, Heinz, |
| Cooking Oil | Sundrop, Saffola, Fortune, Patanjali, Dhaara |
| Pickle | Mother's, Pravin, Priya, Nilon's , Patanjali |
| Atta | Aashirvad, Galav, Awesome, Patanjali |
| Rice | Khinoor, India Gate, Patanjali or equivalent quality |
| Dal (Aarah, Moong, Masur, Chana, etc) | Tata, Swagat, Fortune or equivalent quality |
| Flavored Fruit Drinks | Rasana, Patanjali, Real, B-Natural |
| Papad | Lijjat , Patanjali |
| Butter | Amul, Mother Dairy, Sanchi |
| Bread | Modern, Kwality, Kissan, Top n Town |
| Jam | Kisan, Maggi, Patanjali |
| Ghee | Amul, Mother Dairy, Patanjali, Sanchi |
| Milk | Amul, Mother Dairy, Sanchi |
| Paneer | Amul, Sanchi |
| Tea / Coffee | Brook bond, Lipton, Tata, Nescafe, Bru |

The contractor may not use any other brands without prior approval of the Mess Committee, in writing, mentioning reasons would lead to a fine of Rs. 1000/- on the Service Provider.

Signature Seal of firm

**Application Form for Providing Operational Services of Messes in Hostel
(Boys and Girls)**

1. Name of Registered Firm / Agency:
2. Name of Owner / Proprietor:
3. Contact Details
 - a. Registered Address of Firm / Agency
 - b. Phone / Mobile:
 - c. E-mail address:
4. Registration Number and Date of Registration of Firm / Agency:
 - a. Registration Number (Shop Act.)
 - b. Date of Registration:
5. PAN Number:
6. PF Registration Number (If applicable):
7. ESI Registration Number (If applicable):
8. GST Registration Number:
9. Food License Number:
10. Bank Account Details:
 - a. Account Number:
 - b. Branch Address:
 - c. IFSC Code:
12. Financial Turnover Rupees (In Lakhs):
 - a. FY (2014-15):
 - b. FY (2015-16):
 - c. FY (2016-17):
 - d. FY (2017-18)

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13. Years of relevant experience of executed orders (names, addresses and contact details)

Checklist of Necessary Attachments (Please Tick):

1. Income Tax Return: Last Three years.
2. Balance Sheets: Last Three years
3. Copies of documents verifying information given in all the above points.
4. Certificate/letter from relevant authority in places of earlier work of being in good standing with respect to payment of wages and other benefits to workers in previous operational contracts.

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief. I also understand that if at any stage, the information is found to be false, incorrect or misleading, my firm shall be removed forthwith from the panel of the contractors, and the work/contract, if awarded, shall be terminated forthwith without assigning any reason and my firm shall be permanently debarred from rendering any service to the Institute.

Authorized Signatory

Name (In Capital Letters):

Seal of firm

Date

Madhav Institute of Technology & Science, Gwalior

Expression of interest

Expression of interest are invited from eligible registered firms / agencies for Empanelment of providing operational services in Messes in Hostel (Boys/ Girls) who are registered and having PAN/GST No. and proof of income tax clearance Certificate.

| Cat. No. | Category of Tenders | Earnest Money | Cost of Tender form Rs. |
|----------|---------------------|---------------|-------------------------|
| 01 | Messes (Boys/Girls) | 50,000/- | 1,000/- |

The tender document can be obtained from the office of the undersigned, on or before **27.06.2018 up to 02:00 PM** by depositing the cost of tender form in cash/DD in favour of Director MITS, payable at Gwalior (Non-refundable) in the institute working hours. **As it is cooperative Mess hence no relaxation in tender fee, Security Deposit, Earnest Money and in rates is permitted.**

The last date for submission of completed tender form is **27.06.18 up to 03:00 PM** and tenders will be opened on **27.06.2018 at 04:00 PM** in the presence of the tenderers or their representatives. The tender documents can be downloaded from the web-site www.mitsgwl.ac.in/www.mitsgwalior.in. The tenders directly downloaded from the website, must be attached with a draft/pay order in favour of the Director, MITS, Gwalior, payable at Gwalior for the tender cost.

REGISTRAR

माधव प्रौद्योगिकी एवं विज्ञान संस्थान, ग्वालियर-474005

छात्रावास में नास्ता एवं खाने का मीनू

1- सुबह का नास्ता

पराठा-सब्जी / आलु-पराठा-दही / पूरी-सब्जी / सेन्डविच / पोहा-जलेबी / छोले-भटुरे
चाऊमीन / पाव-भाजी / इडली-साभार / समोसा / सेब,केला, (चाय,दूध,आचार,सॉस,चटनी
प्रतिदिन)

2- दोपहार का भोजन

1. दाल (अरहर, मूंग, चना, उड़ाद,) रजमा / छोले / रसेदार सब्जी / कड़ी / रायता ।
2. सुखी सब्जी (मौसम के अनुसार)
3. चावल
4. चपाती
5. आचार
6. सलाद
7. पापड

3- शाम का नास्ता

मंचुरियन / पास्ता / मैगी / ब्रेड-पकोडा / आलु-बडा / बिस्कुट / आलु-पेटीज /
भाजिया (चाय, सॉस, एवं चटनी प्रतिदिन)

4- शाम का भोजन

1. पनीर की सब्जी / दाल-बाटी / दाल (अरहर, मूंग, चना, उड़ाद) रजमा / छोले / रसेदार
सब्जी / कड़ी / रायता ।
2. सुखी सब्जी (मौसम के अनुसार)
3. चावल / बिरयानी
4. चपाती
5. आचार,
6. सलाद
7. पापड
8. मिठाई / करस्टर्ड / आईसकीम

- साप्ताहिक मीनू मेस कमेटी तय करेगी ।
- मीनू में परिवर्तन होने पर पूर्व सूचना देनी होगी ।