

BID DOCUMENT
Open Competitive Bid (OCB)
(E-Procurement)

Providing Catering Services including
Maintenance of Kitchen and Dining Halls
for the Messes of RGUKT campuses RGUKT
Campuses

(Located at Nuzvid in Eluru District, Srikakulam in Srikakulam District, RK
Valley in YSR Kadapa District, and Ongole in Prakasam District)

Proprietary & Confidential



RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES
Chancellor's Camp Office, RGUKT Nuzvid campus, Nuzvid,
Eluru District
Andhra Pradesh- 521202

Proprietary & Confidential

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Newspaper Advertisement



RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES
(Established through Act No.18 of 2008)
ANDHRA PRADESH, INDIA

Ref. No: RGUKT-AP/E-Proc/SA, Catering Services, Examination booklets and other certificates and Statutory Audit tenders/ET34-ET39/2023,

Dt.15.07.2023

E-PROCUREMENT – TENDER NOTICE

Online tenders are hereby invited for **1)** Procurement of a) Class Uniforms b) Sports Uniforms, c) Shoes and Socks, **2)** Providing Catering Services including Maintenance of Kitchen and Dining Halls for the messes of RGUKT four campuses. **3)** Expression of Interest for Conduct of Statutory Audit for the financial years 2018-19, 2019-20, 2020-21 & 2021-22. **4)** Supply and printing of Examination booklets and various certificates to all four campuses of RGUKT through Rate Contract for the A.Y.2023-24.

Interested bidders can download and submit bids online from **15.07.2023** through <https://tender.a procurement.gov.in> (AP Portal). For further details please visit the University website: www.rgukt.in.

Sd/-

Chief Administrative Officer (FAC), RGUKT

PREAMBLE

Rajiv Gandhi University of Knowledge Technologies (RGUKT) is a State funded University recognized by UGC and AICTE. RGUKT has four constituent campuses located at Nuzvid, R.K Valley, Ongole and Srikakulam. All four campuses are fully residential and about 6000 students are studying in each campus.

DEFINITIONS/BASIC INFORMATION/COMMUNICATION ADDRESS

Bidder:	A single firm or a Partnership firm or a Single Proprietor or a joint venture or a registered company or an NGO or Cooperative Society or Federation. In case of joint venture, registration with competent authority must be produced and the registration should have been done prior to the submission of the tender. Firms involved in Joint venture are not eligible to submit the bids individually.
Contractor:	A successful bidder who signs agreement with RGUKT for providing catering services including maintenance of kitchen and dining halls
RGUKT:	Rajiv Gandhi University of Knowledge Technologies or its representative
Technical Bid:	The eligibility criteria related to technical qualifications of the bidder which include the annual turnover, experience in catering service, submission of Processing fee & EMD, registration for EPF, ESI, Labour License, GST, FSSAI, menu etc., as per the checklist (Annexure XII).
Financial Bid:	The rate quoted by the bidder for providing food as per menu and maintenance of kitchen and dining halls as mentioned in the tender document per head per day (exclusive of taxes). Reverse tendering process will be followed as per state government norms. University is authorized to negotiate with the price even after reverse tendering.

Table 1:	RGUKT Campus located at			
	Nuzvid	RK Valley	Srikakulam	Ongole
Number of messes	4 (including 1 mess for Srikakulam students located at Nuzvid)	4 (including 1 mess for Ongole students located at RK Valley)	2 At Etcherla campus number of students for each mess will be around 1500 (2 messes each 1500)	2 At Ongole, number of students at SSN College is around 2500 (1 mess) and at Rao and Naidu college is around 1350 (1 mess) need to be served.

TIME SCHEDULE OF TENDER RELATED EVENTS

(PROVIDING CATERING SERVICES INCLUDING MAINTENANCE OF KITCHEN AND DINING HALLS)

Name of the Work	Catering Services and Maintenance of Kitchen and Dining Halls in RGUKT Campuses located at Nuzvid in Eluru District, Srikakulam in Srikakulam District, RK Valley in YSR Kadapa District, and Ongole in Prakasam District
Bid calling date	15.07.2023
Tender processing fee (Non-refundable)	Rs.50,000/- (Rupees fifty thousand only) (by way of Demand Draft)
Bid Documents Download Start date	15.07.2023 at 04:00 PM
Pre-Bid Meeting at Office of the Chancellor, RGUKT Nuzvid campus, Nuzvid	27.07.2023 at 11:00 AM
Bid Document Download End Date	14.08.2023 at 04:30 PM
Last date for uploading of online documents	14.08.2023 at 05:00 PM
Last date for submission of the Hard copies	17.08.2023 till 5:00 PM
Pre-qualification/Technical Bid opening date/time	21.08.2023 at 11:00 AM
Price Bid opening date/time	22.08.2023 at 04:00 PM
Address to which hard copies of tenders to be sent	To the Chief Administrative Officer, RGUKT -A.P, Nuzvid campus, Eluru District, Andhra Pradesh, Pin code :521202
Contact person	The Chief Administrative Officer, RGUKT-AP.

Note: The dates stipulated above are fixed and under no circumstances they will be changed unless extended by an official notification or happen to be Public Holidays. For assistance in the online submission issues, the bidder may contact the help desk of M/s. VUPADHI (<https://tender.apecurement.gov.in>) at their e-mail address: contact@vupadhi.com , Phone: 08645-246370/71/72/73/74.

CLARIFICATIONS:

- i. Queries, if any can be made through e-mail only on procurement@rgukt.in on or before 25.07.2023 before 5:00 PM. Queries received via any mode other than e-mail id mentioned above will not be entertained. The queries should only be sent in following format on the official letter head of the company.

S. No.	Page No. (Tender Ref.)	Clause (Tender Ref.)	Description (Tender Ref.)	Query

- ii. The addendum/corrigendum if any, shall be published on RGUKT i.e www.rgukt.in as well as on e-procurement platform <https://tender.apecurement.gov.in>
- iii. The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/ amendments made by RGUKT

SECTION - I

INVITATION FOR BIDS

Ref No.: RGUKT/E-Proc/Catering/Mess/ET37/2023

Date: 15.07.2023

Subject: To identify successful bidders for providing Catering Services and Maintenance of Kitchen and Dining Halls for the existing Messes of RGUKT campuses located at Nuzvid, RK Valley, Srikakulam, Ongole.

Rajiv Gandhi University of Knowledge Technologies (RGUKT-AP) has four fully residential campuses having around 25,000 students on rolls. RGUKT invites sealed tenders comprising technical bid and price bid from the eligible bidders for providing Catering Services for its campuses located in Nuzvid, RK Valley, Srikakulam and Ongole. **Each interested bidder will submit only one bid to the University.** It is specified that each successful bidder will be awarded only one mess of around 2000 ($\pm 30\%$) student capacity in each campus or as specified in Table-1.

Sir/Madam,

- 1) Bids are invited on the e-procurement platform from the Registered Suppliers/ contractors/ Service Providers for providing catering Services at RGUKT. The details of bidding conditions and other terms can be downloaded from the electronic procurement platform of **Government of Andhra Pradesh, i.e. <http://tender.apecurement.gov.in>.**
- 2) In-order to participate in the tender, bidders have to register on the e-Procurement market place <https://tender.apecurement.gov.in>. On registration with the e-Procurement market place, bidders will be provided with a user id and password generated by the system through which they can submit their bids online. The bidders need to scan and upload the required documents as mentioned in the tender document (Annexure XII).
- 3) The participating bidder(s) will have to pay a non-refundable tender processing fee of **Rs.50,000/-** in the form of Demand Draft drawn from any scheduled/nationalized bank in favor of The Registrar, RGUKT, payable at SBI, Nuzvid.
- 4) Further the bidder/s shall furnish the **EMD amount of Rs. 20,00,000/- (EMD is Exempted for MSMEs)** in the form of DD in favor of The Registrar, RGUKT payable at SBI, Nuzvid or an unconditional and irrevocable Bank Guarantee issued by any scheduled/nationalized bank in favor of The Registrar, RGUKT.
- 5) All the participating bidders who submit the bids have to pay an amount Rs. 10,000/- and GST as levied by Govt. of India as transaction fee through online in favor of MD, APTS. The amount payable to APTS is non-refundable. 0.4% levied by Govt. of India as transaction fee through online in favor of MD, APTS. The amount payable to APTS is non-refundable.
- 6) The bidders need to scan and upload the required documents as per the Check list given. Such uploaded documents pertaining to technical bid need to be attached to the tender while submitting the bids online. RGUKT will consider only the bids submitted through online. But it is compulsory to submit offline the Self attested copies of all these uploaded documents of technical bid, signed undertaking of tenderer to the **Chief Administrative Officer, RGUKT - A.P, Nuzvid campus, Eluru District, Andhra Pradesh, Pin :521202 so as to reach by 17.08.2023 on or before 05:00 PM. Bid submission by both Offline and Online will only be considered.**

7) RGUKT at any campus will not accept the tenders from blacklisted companies or undependable Suppliers whose past performance with RGUKT was found poor and also against whom there have been adverse reports of deficient service, as defined in the other parts of the Bidding document.

The bidders are requested to read the tender document carefully and ensure compliance with all specifications/ instructions herein. Non-compliance with specifications/ instructions in this document will disqualify the bidder from the tender process.

Please contact through e-mails: procurement@rgukt.in for any clarification and further details on the above tender.

SECTION-II
STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

S. No	Item	Description
1.	Name of the work	Providing Catering Services and Maintenance of Kitchen and Dining Halls for the messes of RGUKT located at Nuzvid, RK Valley, Srikakulam and Ongole campuses. Each mess capacity is around 2000 ($\pm 30\%$) students. It is specified that each successful bidder after negotiation will be awarded only one mess in each campus.
2.	Bid Security (EMD)	Rs.20,00,000/- (Rupees Twenty Lakhs only) drawn by way of Demand Draft in favor of The Registrar, RGUKT payable at SBI, Nuzvid. No interest will be payable. DD/BG from other than Scheduled Banks will not be accepted. (MSME Exemption)
3.	Bid Validity Period	180 days from the date of opening of price bid
4.	EMD Validity Period	90 days for DD and 180 days for Bank Guarantee
5.	Contract Agreement Period	The contract period will be for a period of two years. However, the performance will be reviewed after first year for a minimum average annual performance not less than 5.0 out of 10.0 scale. The contract will be terminated after one year if the contractor does not meet the above criteria.
6.	Period for furnishing performance Security	Within seven days from date of receipt of letter of intimation of the award.
7.	Performance security value (Security Deposit)	5.0 % of annual contract value (No interest will be payable)
8.	Performance security validity period	60 days beyond contract period
9.	Period for signing the order of acceptance	Within seven days from date of notification of award.
10.	Payment of bill	Monthly payment will be made. The bill will be paid based on the attendance obtained either from face/biometric iris recognition machine or by any other mode as recommended by the director (higher value of lunch or dinner will be considered) and certified by the concerned authorities along with performance index as given in the Bid Document.
11.	Transaction Fee	All the participating bidders who submit the bids have to pay an amount of Rs. 10,000/- and GST as per Govt. of India as transaction fee to be paid through online in favor of MD, APTS. The amount payable to APTS is nonrefundable. Corpus Fund: Successful bidder has to pay an amount of 0.04% on the

		<p>contract value through demand draft in favor of Managing Director, APTS, Hyderabad towards corpus fund at the time of concluding agreement.</p> <p>The transaction fee to be paid to The Managing Director, A. P. Technology Services Ltd., Hyderabad.</p> <p>Important Notice to Contractors:</p> <p>In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No.13 dated. 05.07.2006 permitting integration of electronic Payment Gateway of ICICI/ HDFC/ Axis Banks with e-Procurement platform, which provides a facility to participating suppliers/ contractors to pay the transaction fee online using their credit cards.</p>
12.	Procedure for Bid Submission	<ul style="list-style-type: none"> • Bids shall be submitted online on http://tender.approcurement.gov.in platform. • The participating bidders in the tender may have to register themselves free of cost one-procurement platform in the website http://tender.approcurement.gov.in • Bidders can log-in to e-procurement platform in a secure mode. • The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the marketplace. • The bidders should scan and upload the respective documents in technical bid including EMD. The bidders shall sign on all the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/authenticity. • The hardcopies of all the uploaded documents relating to technical bid should be self-attested with seal of the organization.
13.	Other conditions	<ol style="list-style-type: none"> 1. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.

		<p>2. After uploading the documents, copies of the uploaded technical bid documents along with original Demand Drafts/BG in respect of EMD and Tender processing fees (DD) have to be submitted to the Chief Administrative Officer, RGUKT –A.P, Nuzvid campus, Eluru District, Andhra Pradesh, Pin Code :521202 so as to reach by 17.08.2023 on or before 05:00 PM.</p> <p>3. RGUKT will not be responsible regarding missing/non-visibility of the scanned and uploaded documents.</p> <p>4. The RGUKT shall not hold any responsibility for any postal delay.</p> <p>5. Failure to submit hardcopies of any of the uploaded documents / certificates will lead to rejection of the bid. Similarly, if any of the certificates, documents, etc., furnished by the bidders are found to be false/fabricated/bogus, the bidder will be disqualified, blacklisted and action will be initiated as deemed fit and the Bid Security (EMD) will be forfeited</p> <p>6. The rate in the financial bid should be quoted online only.</p> <p>7. The financial bids of the Bidders, who are qualified in the technical bid, shall only be opened.</p>
14.	Termination of contract	<p>In the event of any breach and / or failure on the part of the Contractor to comply with the said terms & conditions of the contract, the contract will be terminated forthwith. RGUKT also reserves the right to cancel/suspend the contractual period for any reason whatsoever and no liability shall be incurred by RGUKT in the event of the aforesaid cancellation/suspension. However, under the normal circumstances the RGUKT will give one month notice before the said cancellation/suspension. In addition, if the contract is cancelled, the security deposit will be en-cashed and forfeited.</p>
15.	Placing work order	<p>1. RGUKT will place work order on identified successful Bidder for providing Catering services and maintenance of Dining and Kitchen halls of one mess with around 2000 ($\pm 30\%$) students in all four campuses of RGUKT located at Nuzvid, RK Valley, Srikakulam and Ongole campuses.</p>

		<p>However, food needs to be served in separate dining halls (500 each)</p> <p>2. RGUKT reserves the right to reject any or all the tenders without any reason whatsoever.</p> <p>3. The work order is subject to the clause 6 of Section II</p>
16.	Kitchen Equipment /Utensils	<ul style="list-style-type: none"> • The Contractor is responsible for the maintenance of the kitchen equipment for that mess for the entire duration of the catering contract period. • The successful bidder who undertakes the catering contract for a particular mess has to bring their necessary equipment & utensils and other required materials to cook & serve food.

SECTION III

TENDER SCHEDULE

1. PREAMBLE:

Bids are invited by the RGUKT through online from the registered / licensed reputed and experienced agencies for providing catering services at RGUKT campuses located in Nuzvid, RK Valley, Srikakulam, and Ongole and the contract period will be for a period of two years. However, the performance will be reviewed after first year for a minimum average annual performance not less than 5.0 out of 10.0 scale. The contract will be terminated after one year if the contractor does not meet the above criteria

SCOPE OF WORK:

Rajiv Gandhi University of Knowledge Technologies provides residential accommodation with boarding and lodging for the students. The Contractor should prepare the food items and serve breakfast, lunch, snacks in the afternoon and dinner for students at RGUKT. High quality of hygiene, sanitation and safety must be maintained in kitchen and dining halls. All the surrounding areas of the mess premises should be cleaned and washed daily.

The contractor has to provide catering services including maintenance of kitchen & dining halls for existing messes and each mess is having an approximate capacity of 2000 ($\pm 30\%$) students. Food needs to be served in separate dining halls (500 each). It is specified that each successful bidder will be awarded only one mess in each campus.

THE CONTRACTOR SHOULD ENSURE THE FOLLOWING IN THE KITCHEN AND DINING HALLS:

- i. The Contractor shall carry out regular cleaning and maintenance of dining halls, Kitchen, Kitchen equipment and Utensils. LPG connection is provided in the kitchen, but actual expenditure on the gas consumed will be borne by the Contractor.
- ii. Expenditure on procuring and utilizing cleaning material for dining halls, Kitchen, Kitchen equipment and Utensils is the responsibility of the Contractor.
- iii. Electricity consumed in the kitchen and dining halls will be chargeable as per tariff of Andhra Pradesh Trans Co., or APSPDCL as supplied to the RGUKT.
- iv. Water charges at the rate of Rs.10/- per student per month will be collected from the caterer.

2. PERIOD of CONTRACT:

The contract period will be for a period of two years. However, the performance will be reviewed after first year for a minimum average annual performance not less than 5.0 out of 10.0 scale. The contract will be terminated after one year if the contractor does not meet the above criteria.

3. RATE, TAXES AND DUTIES:

The Bidder should quote rate per day per head excluding the GST.

4. EARNEST MONEY DEPOSIT:

5.1 The tender should be accompanied by Earnest Money Deposit (EMD) to a value of Rs.20,00,000/- (Rupees Twenty Lakhs only) by way of crossed Demand Draft/Bank Guarantee drawn on any Scheduled/Nationalized Banks in favor of The Registrar, RGUKT payable at SBI, Nuzvid. Tenders received without EMD will be summarily rejected. MSMEs were exempted from EMD

EMD will be forfeited on the following grounds:

- 5.1.1 Withdrawal of bid during the bid validity period.
- 5.1.2 In case of successful bidder, if the bidder fails to sign the contract in time or fails to submit performance guarantee (Security Deposit).

5. SECURITY DEPOSIT:

- 5.1. The successful bidder has to deposit 5.0% of the total Annual contract value as security deposit in the form of Bank Guarantee/DD from any Scheduled bank.
- 5.2. The Security Deposit of successful bidder will be retained for a period of 60 days beyond the contract period and will be returned after deducting outstanding liabilities, if any.
- 5.3. The Security Deposit shall not carry any interest.

7. ELIGIBILITY CRITERIA:

- 7.1 This bid is open to all firms within India who are eligible to do business under relevant Indian laws in force at the time of bidding.
- 7.2 The bidder should be in catering business (excluding beverage and snack services) for a minimum period of three years in the last five years from the bid calling date with Government departments/ Universities/ Institutions/ Autonomous Bodies/ etc., (Copy of Experience certificate to be enclosed as per Annexure I).
- 7.3 Bidder should furnish proof of having provided such services as required in the tender in any three out of last five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 with **an average turnover** of at least Rs. 3,50,00,000/- (Rupees Three Crores and Fifty Lakhs) per financial year duly audited and certified by a Chartered Accountant (As per Annexure VII). A Certificate of the Bidder's turnover must be enclosed duly certified by Chartered Accountant(s). In addition, the bidder should also submit TDS details in Form 26AS for any two out of last three financial years.
- 7.4 The bidder should have served continuously at least 1000 and above people/ students on a normal working day in a single unit during the any three financial years out of any of the last five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 in any entity/organization/educational Institution. (1. Work orders and 2. relevant satisfactory certificate as per annexure-I need to be uploaded and submitted. Both documents are mandatory).
- 7.5 Bidder should be registered under GST Act with the relevant State Commercial Tax Authorities. He should furnish along with the bid document, GST Registration certificate, Latest GST returns of latest month during 2022-23 and PAN/TIN Card copies.
- 7.6 The Contractor must upload and submit a valid FSSAI/ Food License certificate.
- 7.7 An undertaking (self-certificate) that the agency/company hasn't been blacklisted by a Central / State Government institution and there has been no litigation history with any Government department on account of similar services and the same should be uploaded/submitted as per the proforma in tender document. The bidder shall also submit an undertaking that he has not defaulted in the payment of statutory fees/dues to Central/State Govt or their agencies (Annexure II).
- 7.8 Copies of Income Tax Return filed for any three financial years out of the last five financial years (2018-19, 2019-20, 2020-21, 2021-22 and 2022-23) to be uploaded and submitted.
- 7.9 The Bidder should have a valid EPF registration (In case of not having EPF registration in Andhra Pradesh, the bidder shall obtain the same after award of contract).

- 7.10 Valid registration with ESIC under relevant Act (In case of not having ESIC registration in Andhra Pradesh, the bidder shall obtain the same after award of contract)
- 7.11 The Bidder should possess valid labor license. (copy to be uploaded and submitted)
- 7.12 Proof of workers/staff on the EPF and ESIC rolls of the Bidder's organization doing job in all of its Industrial/ Institutional Messes (Latest three months TRRN for EPF and ECR for ESIC), need to be uploaded and submitted. *Average of the last three months will be considered. (March, April, May, 2023)
- 7.13 An undertaking (self-certificate as in Annexure II) that the bidder is not convicted in any criminal case. If the bidder has been earlier convicted for violation of PF/ ESI/ Minimum Wages Act or any other laws in force, the bidder shall not be eligible.
- 7.14 Copies of original documents defining the constitution or legal statutes, place of registration, and principal place of business of the bidding firm/entity, written power of attorney of the signatory of the Bid to commit the Bidder have to be uploaded and submitted as per -Annexure III.
- 7.15 Experience in serving food items specified in menu as given in Annexure IX at least for any three financial years out of the last five financial years (2018-19, 2019-20, 2020-21, 2021-22 and 2022-23) is mandatory. (Menu copy pertaining to previous work orders duly certified by the competent authority are to be uploaded and submitted)
- 7.16 List of Present Clientele with contact address & telephone numbers to be uploaded and submitted.

The certificates furnished by the bidder along with technical bid should be self-attested with seal. The bidder must submit all relevant documentary evidence to demonstrate their eligibility for considering their bid. **The tenders received without the required documents as mentioned above will be rejected.**

In case of a joint venture, the credentials of constituent firms will be considered together for deciding the eligible conditions and also for tie resolution.

Successful bidders will not be allowed to run any other food outlet including canteens, food courts etc. in the same campus.

8. EVALUATION PROCEDURE:

8.1 Technical Bid

- 8.1.1** The Technical bid will be opened by a committee constituted by RGUKT or its authorized representative.
- 8.1.2** The tender will be evaluated to ascertain
- a)** The capability of the bidders to provide catering services and
 - b)** Whether the bidder satisfies the eligibility criteria as detailed in Clause: 7.
- 8.1.3** The rejection of the technical bid will be based on the failure to meet eligibility requirements as per 8.1.2.

8.1.4 Price Bid of those bidders, who are fulfilled in the eligibility criteria specified in Clause '7' of the tender schedule, will only be considered.

8.2 Price Bid

8.2.1.1 The Bidder shall not mention the rate of any item or total quoted price anywhere in the Technical Bid-Part I of the tender. If the Bidder specifies rate of any items or total quoted price in the Technical Bid of the tender, then the bid offer shall be rejected summarily.

8.2.1.2 **The rate per student per day should be in the price range of Rs. 88 to Rs. 110.00 exclusive of applicable taxes. (Rs.88/- or Rs.110/- is also acceptable).**

8.2.1.3 Bidders should quote their price within the range specified in clause 8.2.1.2. Bids quoted outside the price will be summarily rejected.

8.2.1.4 If the price quoted by the L1 bidder is more than the lower bound of the price range, i.e Rs.88/-, reverse auction will be implemented. After reverse auction, firms that quote less than the lower bound price range will be eliminated and they are not eligible for allotment of messes in any of the campuses. If the price quoted by the L1 bidder is equal to lower bound price range, then reverse auction is not applicable.

8.2.1.5 After reverse auction, all the eligible bidders will be ranked basing on the price quoted by them from lowest to highest. In case of a tie in the price quoted by more than one bidder, the tie will be resolved using the evaluation matrix specified in Annexure-X.

8.2.1.6 As a policy, RGUKT prefers to serve food to all its students of all campuses at the same price with common menu. Therefore, RGUKT reserves the right to negotiate initially with the L1 bidder identified through reverse tendering and also with L2, L3.... bidders and so on.

8.2.1.7 After ranking all the eligible bidders from lowest to highest as per the price quoted and with the available number of messes in all the four campuses (12 messes), the below procedure will be followed for selection of bidders for each mess.

- a. Though the bidders are ranked basing the price quoted by them, all the eligible bidders shall accept the L1 price to serve food. Only such bidders will be considered for allocation of messes.
- b. Each bidder is eligible for only one mess initially in any of the four campuses. In case the number of eligible bidders is less than the available messes, then bidders are eligible for more than one mess.
- c. L1 bidder will opt for one mess of his choice among the available messes in any of the four campuses.
- d. L2 bidder will choose one mess among the remaining available messes

- e. Same procedure will be continued till all the messes are allocated.
- f. In case the number of eligible bidders is less than the available messes, L1 bidder will get a second chance to choose his second mess after the first round of allocation is completed, followed by L2 and L3 bidders until all the available messes are allocated.
- g. If any bidder is not interested to take up any of the available messes at the point of allocation, bidder having next immediate rank will be given the opportunity for mess allocation. The same procedure will be continued until all the messes are allocated.

8.3 Tie Resolution:

1. If there is a tie in the price bid of two or more service providers, then the priority will be given to the service provider based on the marks scored in evaluation matrix as mentioned in Annexure-X. In case of occurrence of tie even after evaluation as per Annexure-X, then lottery system will be followed for ranking the bidders. The decision of RGUKT is final in this regard.
2. The bidder should submit proofs for his/her claim by way of certificates, testimonials and records etc. No score will be awarded for the items without any proof or supporting documents.
3. Bidder shall ensure submission of complete information/documents at the first instance itself. RGUKT-Andhra Pradesh reserves the right to complete the evaluation based on the details furnished by the tenderers without seeking any subsequent additional information.
4. Tenders not in compliance with tender conditions or with incomplete information/ documents are liable for rejection.

8.4 Any claims or disputes raised by the unsuccessful bidders in respect of selection process and non-allotment of award will have no legal validity and will not be enforceable against the RGUKT. No further correspondence will be entertained regarding bidder's disqualification.

8.5 RGUKT reserves the right to accept or reject any / or all the tenders without assigning any reason whatsoever.

8.6 RGUKT reserves the right to cancel the selection process for award of the contract at any time. The decision of RGUKT is final and binding.

8.7 There will be a quality monitoring committee with internal and external members to check the quality of ingredients and quality of food cooked on a continuous basis (at least once in three months); this committee will be in addition to the existing

mess committees. The regular mess committee will inspect and taste the food after cooking but before it is being served to the students to enable the service provider to make suitable modifications.

9. INSTRUCTIONS TO BIDDERS

- 9.1** Tenders with over writings, alterations etc., will not be admitted unless they are attested by the bidder. If there is any discrepancy in the price bid between the quoted amount (Rupees) in figures and words, the lower figure of the two will be considered.
- 9.2** Bid should be strictly in conformity with the Terms and Conditions mentioned in the tender schedule.
- 9.3** Bidders are expected to examine all the terms and conditions mentioned in the tender schedule and prepare their proposals accordingly. Failure to provide all the requisite information will be at the bidders' own risk and may result in the rejection of the tender.
- 9.4** All assertions made in connection with the tender are to be supported/ substantiated by relevant documents. RGUKT reserves the right to verify the credentials of the bidder as per the eligibility criteria.
- 9.5** RGUKT will notify the bidder whose tender has been accepted.
- 9.6** The successful bidder shall execute an agreement with RGUKT Nuzvid/RK Valley/ Srikakulam/ Ongole on Non-judicial stamp paper worth Rs.100/- agreeing to all the conditions of the contract within one week upon intimation of acceptance of Tender. The successful bidder has to submit security deposit after taking Letter of intimation before signing the agreement. Failure to enter into an agreement within the stipulated time will result in forfeiture of the EMD.
- 9.7** Only one mess will be given to one bidder in a campus. However, under no circumstances, more than two messes shall be awarded to one bidder in all the campuses of RGUKT put together. However, Governing Council reserves the right to allocate more than two messes to a contractor, if necessary, depending on their professional experience as defined by the parameters in the tender document.
- 9.8** RGUKT reserves the right to issue further instructions / modifications at any time before award of contract.

10. PENALTY CONDITIONS: MESS FEEDBACK AND ASSESSMENT FORMAT

Monthly payment will be made. The bill will be paid based on the attendance obtained either from face/iris recognition machine or by any other mode as recommended by the director (higher value of lunch or dinner will be considered) and certified by the concerned authorities along with performance assessment as given in the Bid Document. The assessment criterion for performance is given below:

- i. Student Feedback (online) :30% weightage
- ii. Mess committee for Feedback (Online): 70% weightage

The Director will constitute Mess Committee with 9 members on monthly rotational basis comprising of 5 faculty members and 4 students. The quality monitoring committee, as per instructions from the Director on day-to-day basis, shall randomly visit a Mess every day during Break Fast/Lunch/Snacks/Dinner and monitor raw material used for cooking including vegetable/Cooking Oil/Milk/Curd/Bread etc, stores, kitchen, dining hall, wash area and mess surroundings. They shall also have their food in mess during their random visit and give their online feedback on the same day. Average of daily feedback will be considered for the assessment of performance.

Each question in the feedback forms consists of five options as below:

For example:

01	Timeliness of the service.				
	<i>A. Excellent</i>	<i>B. Good</i>	<i>C. Satisfactory</i>	<i>D. Below Satisfactory</i>	<i>E. Poor</i>
	<i>(100%)</i>	<i>(80%)</i>	<i>(60%)</i>	<i>(40%)</i>	<i>(20%)</i>

(i) The Student Feedback Form (Online)

Sl. No	Type of Service	Individual points
1.	Timeliness of Service	1
2.	Neatness /Cleanliness of the surroundings (Including Table, Dining hall, plates and dustbins)	1
3.	Quality of food to all dining members	
	i. Status of boiled Rice/ Status of Banana/ Status of Boiled Egg	1
	ii. Taste of Curries/ Fried	1
	iii. Snacks, Tea, Coffee and Breakfast	1
4.	Quantity of food as per menu i.e., no. of grams/actual consumption whichever is higher	1
5.	Courtesy of services from Contractor employees towards students	1
6.	Wearing of Uniforms + Hand Gloves + Head Masks etc. by the mess staff	1
7.	Cooking & Serving of food as per Menu.	1
8.	Cleanliness of wash basins and wash area	1
TOTAL POINTS		10

(ii). Quality monitoring Committee Feedback form (Online)

S.NO	Type of Service	Individual points
1	Quality and taste of food	1
2	Quality of raw material used are of standard/ established brands with ISI/ AGMARK/FPO/ FSSAI markings	1
3	Kitchen, Dining Hall & Store Hygiene	1
4	Cleanliness of utensils used for cooking and serving food	1
5	Adequacy and Quality of food and position of queue at the counter	1
6	Cooking & Serving of food as per Menu	1

7	Service by Staff	1
8	Wearing of Uniforms + Hand Gloves + Head Masks etc. by the mess staff both in Kitchen and Dining	1
9	Timings of Mess	1
10	Cleanliness of wash basins and wash area	1
TOTAL POINTS		10

Each form is evaluated for 10 credit points. The score is scaled down to the respective weightage as mentioned earlier.

Total Credit Points for performance assessment = 30% from Students + 70% from Quality Monitoring Committee

For example, if a Contractor obtains 8 points from online student feedback, 6 points from Quality monitoring committee feedback the total credit points are calculated as below.

$$\begin{aligned} \text{Total Credit Points} &= (30\% \text{ of } 8) + (70\% \text{ of } 6) \\ &= 2.4 + 4.2 = 6.6 \end{aligned}$$

If the total credit points are less than or equal to 6, fine will be imposed on Contractor based on the criterion below.

- a) **If Total credit points are above 5.5 and up to 6.0 the fine will be 5% in total bill amount**
- b) **If Total credit points are above 5.0 and up to 5.5 the fine will be 10% in total bill amount**
- c) **If Total credit points are above 4.5 and up to 5.0 the fine will be 15% in total bill amount**
- d) **If Total credit points are above 4.0 and up to 4.5 the fine will be 20% in total bill amount**
- e) **If total credit points are below or equal to 4.0 the fine will be 30% in total bill amount.**

If such case repeats twice (credit points below or equal to 4) in the contract period, the University reserves the right to terminate the contract with immediate effect without any prior notice to the concerned agency with a view to standardize both quantity and quality of food provided to the students.

11. GENERAL TERMS & CONDITIONS

- 11.1** The Contractor will cover all the jobs specified in the "Scope of Work".
- 11.2** The word 'Services' wherever used, means the services indicated in the Scope of Work.
- 11.3** The Contractor should ensure their strict supervision round the clock and also ensure to coordinate with the Officer authorized by RGUKT at the respective place.
- 11.4** The Contractor shall have adequate communication facilities to communicate with RGUKT officials and materials to be used shall be as listed out in the Scope of Work.
- 11.5** The Contractor shall properly deploy their personnel for various kinds of work enumerated in Scope of Work.

- 11.6** The Contractor shall furnish information related to deployment of personnel to the representative of RGUKT as and when called for.
- 11.7** The Contractor shall provide at his own cost proper uniforms (to be approved by RGUKT) to their personnel.
- 11.8** The Contractor will abide by the RGUKT payment terms & Conditions mentioned in 22.14 to 22.16.
- 11.9** The personnel so deployed will be issued with photo-identity cards provided by the Contractor with his signature, company's name and seal, which shall be displayed by them while on duty.
- 11.10** The contractor shall take at his own cost, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to RGUKT and shall indemnify RGUKT against all acts of omissions, fault, breaches and or any claim or demand, loss, injury and expenses to which RGUKT may be party or involved as a result of the contractor's failure to comply and of the obligation under the relevant act / law which the contractor is to follow.
- 11.11** The Mess and surrounding area should be kept neat & clean and free of unhygienic conditions.
- 11.12** The responsibility of maintaining the cleanliness and hygienic condition of the mess will be of the contractor at his own cost. In case of violation of this condition, the RGUKT may have the right to impose a fine and the contract may be cancelled by giving a one month notice to vacate the premises.
- 11.13** The Contractor shall serve snacks in paper plates and not in news papers.
- 11.14** The Contractor shall safely dispose the kitchen and food waste from the RGUKT campus. He shall observe utmost care in preserving the food waste till disposal without any foul / bad odor and shall see that no waste is disposed into either the open drains or the pipe lines. The Contractor must deploy a motorized vehicle for kitchen and food waste disposal with proper sealing provision. The contractor shall comply to the rules/guidelines of the Local Body. Severe penalty shall be levied on the Contractor in the case of non-compliance.
- 11.15** The Contractor shall ensure that all the security regulations of RGUKT are strictly adhered to and complied with by the persons engaged by him to provide the service. Any violation of security regulations will be at the cost and risk of Contractor.
- 11.16** The Contractor shall not engage any Sub-Contractor or transfer the contract to any other person in any manner.
- 11.17** The Contractor shall ensure that they cater to the Students, Faculty, Staff and Guests of RGUKT. This includes normal services like providing food at mess, residences, takeaways as well as emergency services like special food support for people who are sick and indisposed,

which may occur infrequently. These services are to be provided at the rates agreed without any extra service charges.

- 11.18** The Contractor will be solely responsible for complying with various labour laws as applicable from time to time in respect of persons so employed/engaged by him/her and he/she shall be solely responsible for any breach or violation of any or all of the provisions of the labour laws as applicable from time to time.
- 11.19** The Contractor and his staff shall abide by various rules and regulations of RGUKT as prevalent from time to time. The Contractor shall comply with all existing labour legislations and Acts, Provisions, such as Contract Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, Miscellaneous Provisions Act 1952, Payment of Bonus Act 1965, Payment of Gratuity Act 1972 etc. For any lapse or breach on the part of the Contractor in respect of non-compliance of any Labour legislation in force during the validity of the contract, the Contractor would be fully responsible. The contractor should strictly follow the appropriate labor laws from time to time.
- 11.20** The Contractor shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
- 11.21** The contractor shall be responsible for ensuring safety and maintenance of all the equipment/fixtures installed/provided by RGUKT during the entire period of the contract. If any damage/loss of equipment/fixtures is found then the same shall be recovered from the contractor. The contractor shall take adequate fire precautions.
- 11.22** The Contractor shall not sub-let the premises either in whole or in part. The premises shall not be used for residential purposes even for the staff employed by the contractor. No additions or alterations of the premises will be made without permission of RGUKT. No bathing and washing of clothes etc. will be allowed in the Mess.
- 11.23** The bearer / staff (not below the age of 18 years) employed by the contractor shall have to be medically fit, neat and clean. The contractor shall not employ children as prohibited under the law / rules / regulations.
- 11.24** The contractor shall cook the food with commercial LPG Gas. The contractor will make his own arrangements for commercial LPG gas, crockery, cutlery, glasses and other kitchen equipment.
- 11.25** RGUKT will provide basic infrastructure, electricity, and water for cooking & washing purposes. The utility charges for these services such as electricity, water, etc. will be charged separately.

- 11.26** The Contractor will be solely responsible for any damage to property / premises of RGUKT campus due to negligence or otherwise.
- 11.27** The Contractor shall be personally responsible for any theft, dishonesty, and/or, disobedience on the part of personnel provided by him for this service.
- 11.28** The Contractor should execute the work as per the scope of work under his own supervision or should have his own supervisor(s) who should be accessible over Mobile Phone.
- 11.29** The Supervisor so provided shall maintain and furnish records related to such deployment of personnel to the representative of RGUKT campus.
- 11.30** The Contractor will have to observe the rules and regulations as laid down by the Municipal Corporation/Municipality/Panchayat of respective locations for maintenance of health and hygiene and also to meet the statutory requirements of the State/Central Government regulations regarding Payment of minimum wages, Provident fund, Contract Labor Act, ESI Act, etc., as applicable from time to time.
- 11.31** The persons employed by the Contractor for the above said purpose will be solely the employees of the Contractor. RGUKT will have neither contract with them nor will they be entitled to any access/dealing with RGUKT, and at the time of accidents for any reason compensation is payable by the contractor.
- 11.32** The Contractor has to ensure the staff working with him at his own cost.
- 11.33** The Contractor will ensure that equipment provided by RGUKT and furniture and fixtures are not in any way damaged, misused or mishandled. Any equipment/items provided by RGUKT to the Contractor, if damaged will be replaced/repared by the contractor at their own cost. No rental charges will be collected from the contractor for the available equipment provided by RGUKT.
- 11.34** The conduct/character/antecedents and proper bonafides of the workers in the Mess shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all their employees (permanent, temporary, casual) to the RGUKT. All the employees should be police verified and copy of PVC to be submitted to the RGUKT.
- 11.35** Police verification and worker's identity cards will be compulsory before starting the catering service. Employees will be in proper uniform provided by the contractor, medically found fit, hygienically suitable, nails trimmed, neat haircut and properly shaved.
- 11.36** In the event of any breach and / or failure on the part of the Contractor to comply with the said terms & conditions of the contract, the contract will be terminated forthwith. RGUKT also reserves the right to cancel/suspend the contractual period for any reason whatsoever without assigning any reason and no liability shall be incurred by RGUKT in the event of the aforesaid cancellation/suspension. However, under the normal circumstances the RGUKT will give one month notice before the said cancellation/suspension.

11.37 The contractor should provide gloves, cap, Uniform to the employees/workers employed for the purpose of cooking and serving and should maintain hygiene in and around the premises of the kitchen and dining halls.

11.38 The contractor shall ensure that the persons deployed are disciplined and conduct suitably in office premises. The contractor should enforce prohibition of consumption of alcohol, pan, smoking, loitering without work and engaging in gambling, or any immoral act.

11.39 In any case, no deviation in the agreed price will be entertained during the contract period.

11.38 DISPUTES: All disputes and differences of any kind whatsoever arising out of or in connection with the contract, whether during or after completion of contract will be settled amicably (by negotiations) and the RGUKT decision shall be final on all such matters and shall be binding on the contractor.

11.39 DISCLAIMER: Neither RGUKT nor its employees make any representation or warranty as to the accuracy, reliability or completeness of the information in this tender schedule and it is not possible for the RGUKT to consider investment, financial status, and particular needs of each party who uses the Tender Schedule. Each prospective Bidder should conduct his or her own investigations and analysis and check the accuracy and completeness of the information in the Tender schedule and obtain independent advice from appropriate sources.

11.40 The RGUKT reserves the right to change any or all of the provisions stated.

12 REJECTION OF TENDERS:

12.1. RGUKT reserves the right to cancel the tender process and reject all tenders at any time prior to the award of contract without thereby incurring any liability as against the affected bidder or any obligations to inform the affected bidder of the grounds of acceptance or rejection.

12.2. No bidder is entitled to withdraw his or her offer after submission. In case of such withdrawal, the EMD deposited along with the tender schedule shall stand forfeited.

12.3. For breach of any of the conditions prescribed in the tender or as specified by the RGUKT from time to time, the EMD is liable to be forfeited. Decision of the RGUKT in this regard is final and binding on the bidder.

13. Manpower for running the mess:

13.1. The Contractor should provide adequate manpower and maintain catering service without any disruption as shown in the table below. The Contractor shall also provide a Supervisor to be present at all times in the mess to monitor day-to-day functioning of the mess.

S.No	Designation/Job	Number required
1	Manager	1
2	Supervisors	2
3	Store Keepers	1
4	Head Cooks	2 (Tiffin's and snacks-1, Lunch and Dinner-1)
5	Assistant Cooks	6 (Tiffin's and snacks-2, Lunch and Dinner-2 each)
6	Cutters/Helpers	4
7	Food Serving Staff	24 (12/shift-two shifts:6AM-2PM and 2PM-10PM)
8	Cleaners (cleaning plates, utensils)	12 (6/shift- two shifts:6AM-2PM and 2PM-10PM)
9	Sweepers (Kitchen, halls and store)	12 (6/shift- two shifts6-2PM and 2PM-10PM)
10	Scavengers	2
11	Water, Rice and Sambar fillers*	6 (for lunch and dinner)

- 13.2. The Contractor shall employ his own Workmen/Supervisors to run the mess and he shall make his own arrangements to engage the required manpower. RGUKT has the right to specify the minimum number of manpower required to run its Mess and to demand for additional persons for Special services as and when required. The Contractor should also deploy adequate manpower exclusively for the maintenance of cleanliness inside/ surrounding the Mess premises, dining halls, dining table and chairs, ceiling fans, exhaust, tube fittings and other equipment (including lavatory and bathrooms attached for the specific use of the Mess contract workers).
- 13.3. Cook (s) shall have a minimum of three years' experience in the relevant field.
- 13.4. Supervisor (s) should have at least a one-year Course Certificate in catering related services from a Government recognized Institute.
- 13.5. All staff/ workmen of the Contractor employed for handling the food items should be subjected to Pre-job Medical Examination by Medical Officer authorized by RGUKT. In addition to the above, the mess workers/ staff should undergo periodical medical checks as and when RGUKT deems it necessary and as required. Contractor has to deploy medically fit personnel for the services envisaged and RGUKT decision on fitness of the personnel so deployed will be binding on the Contractor. The Contractor shall maintain medical check-up register along with the medical reports at all times.

- 13.6. The Contractor shall arrange to carryout medical examination of his personnel at his own cost at periodic and regular intervals, so as to ensure that their workmen comply with all the rules and regulations in force from time to time regarding safety, hygiene, sanitation and prohibition of smoking. Violations will be viewed seriously and the Officer-in-charge of RGUKT will levy penalty as deemed fit as per the guidelines.
- 13.7. RGUKT has no responsibility whatsoever on the Contractor's workers and the Contractor is solely responsible for managing their work in the event of any dispute between the Contractor and their workers. The Contractor is solely responsible for any claim and consequences that may arise out of such dispute, whether statutory or otherwise.
- 13.8. RGUKT reserves the right to advise the Contractor to remove from service any of the Contractor's workers if any of such worker's behavior or conduct is not conducive for the General discipline, safety, hygiene and security of the RGUKT or for any other reasons that the University may deem fit and the Contractor shall immediately comply.
- 13.9. Personnel engaged by the Contractor in the Mess must be properly attired for achieving a smart turnout and to meet the hygiene standards necessary for the job. They shall also be courteous to the employees of RGUKT and permitted diners in their interactions.
- 13.10. The Contractor shall be solely responsible to comply with all provisions of labor laws including rules, regulations, byelaws, notifications etc. as may be applicable from time to time and shall indemnify RGUKT against any claim, loss, damage including costs thereof, in case of any breach of any of the provisions of labor laws including rules, regulations, byelaws, notifications etc., as may be applicable from time to time. The Contractor shall also keep RGUKT indemnified in case any action is taken against RGUKT by the competent authority on account of contravention by the Contractor, his agents or servants, of any of the provisions of an Act or rules made there under, regulations or notifications to pay or reimbursements. If RGUKT is penalized for such Acts, Laws, Rules, Regulations, Notifications including amendments, then RGUKT shall have the right to deduct from any money due to the Contractor including his amount of Performance Security. RGUKT shall also have the right to recover from the Contractor any sum required or estimated to be required for making good the loss or damage suffered by RGUKT.
- 13.11. All risks of loss/damage to property and of personal injury and death that arise during and in consequence of the performance of the contract are the responsibility of the Contractor.

13.12. The Contractor shall not transfer or assign or sublet any part of the service once agreed or any share or interest herein in any manner or degree directly or indirectly to any person, firm or company whatsoever.

14. Transportation

14.1. RGUKT will not provide any facility for transporting food items to various service points within the campus premises.

14.2. The Contractor shall make his own arrangements for transportation of the prepared foodstuff from the mess to the various service points. The Contractor shall ensure adequate protection against seasonal weather conditions in transporting the food items by his own motorized conveyance/ closed cycle trolleys as may be necessary at his cost and for ensuring satisfactory and timely service.

14.3. For transporting the food items from kitchen to various service points, the Contractor shall use a vehicle (fully covered with weather proof panels) in good condition on round the clock basis.

14.4. The Contractor shall safely dispose the kitchen and food waste from the RGUKT campus. He shall observe utmost care in preserving the food waste till disposal without any foul / bad odor and shall see that no waste is disposed into either the open drains or the pipe lines. The Contractor must deploy a motorized vehicle for kitchen and food waste disposal with proper sealing provision. The contractor shall comply the rules/guidelines of the Local Body. Severe penalty shall be levied on the Contractor in the case of non-compliance.

15. Mess maintenance and other jobs: -

15.1. In addition to cooking and serving to students and employees, as mentioned in this document, the Contractor is also responsible for upkeep (except painting /color wash) of Mess Building and surrounding area, and furniture provided by the Institute including repair/replacement due to damage made by the Contractor's personnel. The inter-carting cylinder from filling area of LPG cylinders for cooking will also be the responsibility of the Contractor. For failure on the part of the Contractor under this clause, the RGUKT will make its own arrangements to execute the same and the actual cost incurred plus 15% for undertaking the jobs will be recovered from the running bills of the Contractor.

15.2. The activities including all cleaning activities/disposal of mess waste, upkeep in and around the mess, kitchen, dining halls and all conference halls (after service) are in the scope of the Contractor. No separate charges will be paid for these activities /disposals of Mess waste, etc.

15.3. Mess Sewage Lines/Pits/Toilet Cleaning:

- 15.3.1. Clean the sewage water lines (both open and closed), manholes and pits around messes periodically by deploying adequate and trained manpower to maintain the line clear of all waste and other foreign materials.
 - 15.3.2. Remove Mess waste from the sewage lines running in and around the Mess (open & closed), manholes and pits on regular basis and store it in the drums. Also, the food waste, vegetable leaves and any garbage to be safely removed using a separate motor vehicle (ref. to the clause under "Transportation") on daily basis and properly disposed outside the premises. The required manpower, vehicle/ trolley, drums, bucket and other cleaning equipment/appliances, etc. for clearing / cleaning / transporting the Mess waste shall be arranged by the Contractor at his own cost. The contractor shall comply the rules/guidelines of the Local Body.
 - 15.3.3. Remove the Mess waste and clean the open drainage inside the Mess premises at the following location on regular basis: i. Kitchens ii. Vessels Washing Areas iii. Wash basins iv. Grinder Rooms v. Drainage from kitchens to pumping areas.
 - 15.3.4. Mess waste solids blocked in the drainage are to be collected then and there and dumped into the big plastic buckets to be kept for the purpose by Contractor. The waste /solids kept in the drums have to be transported daily to garbage, vermin compost and disposed off safely and in an eco-friendly manner.
 - 15.3.5. Clean the strainer fixed in the drainage line regularly to remove the choke for free flow of water. The strainer should be placed in its position always.
 - 15.3.6. The Contractor shall ensure that solid waste materials are not dumped into the drains. All such solid wastes must be removed from the utensils prior to washing. Any block either on the sewage lines (open and closed), manholes and pits shall be removed then and there by deploying additional manpower as required. No extra cost will be paid for such work.
 - 15.3.7. If by chance, solids accumulate, the Contractor should employ more men for one time clearance. No extra payment will be paid for such work.
 - 15.3.8. Mess toilets (men/women) provided by the RGUKT for the workers are to be cleaned daily and always kept neat and tidy
 - 15.3.9. The required cleaning of materials/ consumables such as buckets, broomsticks, Floor wiper with stick, Cotton swabs with stick and chemicals/Detergents, Vim, cheap cloth, duster cloth, Perfume room spray, Plastic hand brush, table cleaning wiper, fly kit, nylon brush, cobweb with stick, Naphthalene balls, etc. shall be arranged by the Contractor at his own cost.
- 15.4. The Contractor shall keep spoon/fork, electric dispenser, bread toaster, cornflake machine, crockery/cutlery of good quality, jugs of standard variety, salt/pepper container and any other items ordered from time to time in each dining hall.
- 15.4.1. Sterilization of plates, spoons, tumblers etc., and cleaning of utensils/ cutleries/ glassware, etc. should be properly done by the Contractor and the cleaning materials required for this purpose shall be at Contractor's expense.

- 15.5. The Contractor shall maintain utmost hygiene in the Mess premises and ensure that the premises, utensils and equipment are kept in neat and tidy condition. Main Dining hall, Kitchen, and stores are to be maintained by the Contractor. The Dining halls are to be mopped and kept clean and tidy during each shift. The Contractor has to adopt mechanized cleaning methods to keep the main dining hall and service points clean, neat and tidy. The Contractor shall arrange room spray for all the dining halls regularly especially before commencement of service.
- 15.6. The cleaning materials for this purpose shall be within the purview of the Contractor. The Contractor shall use only chemicals supplied by standard producers under well-known brands bearing ISI or other quality marks. They shall do the cleaning with appropriate cleaning brushes / clothes / brooms. The quality of above cleaning chemicals shall be adequate and shall be augmented as per directions of Maintenance in charge.
- 15.7. The Contractor shall maintain a system of monitoring these activities for ensuring effectiveness.

16. Fly Control / Mosquito Control Measure: -

- 16.1. The Contractor shall ensure adequate, safe and effective insect, pest, and rodent control measures in the Mess premises. The pest control is in the scope of the contractor.
- 16.2. At Kitchen, Main Dining Hall and in and around the mess, fly control / mosquito control measures are to be carried out by the Contractor on daily basis during seasons.
- 16.3. The Contractor shall make proper arrangement for spraying with appropriate approved pest control materials in and around all the dining halls on a daily basis/regularly to avoid fly / mosquito menace. The chemicals used will be inspected by the mess in-charge/ authorized official of the RGUKT at their discretion before use.
- 16.4. The Contractor has to arrange for rodent control measure at the Main Dining Hall/ Kitchen/ Stores regularly.
- 16.5. The Contractor shall take adequate measures to ward off domesticated/stray animals/birds from the Mess and its surroundings.
- 16.6. The rates quoted shall be inclusive of all the above activities.

17. SCOPE OF SUPPLY OF MATERIAL / FACILITIES BY RGUKT:

- 17.1. RGUKT will provide infrastructure facilities on 'as is where is' basis such as; Building, Furniture, Cold storage facilities as already available at sites. RGUKT reserves the right to levy rentals/charges on kitchen equipment or utensils if provided by the institute. Water supplied to the mess will be charged at a rate of Rs.10/- per student per month. Electricity will be provided at the rates of APSPDCL.
- 17.2. In the event of disruption of water and power supply on account of power failure, the Contractor shall make his own arrangement for supply and storage of water in the Mess for smooth running of the Mess. In the event of power failure, the Contractor should make his own arrangements for grinding, lighting etc., at his own cost.

- 17.3. Further, any loss towards theft or breakage of such equipment, furniture, fixtures, cold storage facilities, utensils and all other Mess equipment of RGUKT will be borne fully by the Contractor.
- 17.4. The Contractor shall be responsible for and ensure proper and optimal utilization of the facilities like equipment, water, electricity without abuse or excess use and shall follow and obey all instructions or directions as may be given by RGUKT or its authorized representative from time to time.
- 17.5. The Contractor shall arrange steel plates and glasses equal to the number of the students allotted.
- 17.6. The Contractor is expected to deploy service personnel who can communicate in Telugu / English with the users.
- 17.7. The Contractor shall make available adequate manpower in appropriate dress for serving food items during the above occasions. They shall bear a pleasing personality and pleasant disposition and maintain highest standards of discipline and hygiene. Floor supervisors appointed by the Contractor for managing the affairs and supervision of each Mess shall be physically present in the Messes while food is served.
- 17.8. The Contractor will name a single point contact person preferably a Supervisor having experience in catering establishment, who will be finally responsible for the entire catering operations of the Contractor at RGUKT and will be available on full time basis to manage the operations at RGUKT.
- 17.9. The Contractor shall ensure that the Mess premises are not used for any purpose other than activities related to the maintenance and running of the Mess for RGUKT.
- 17.10. All items including gas, raw materials for the preparation of food items, housekeeping materials, manpower, Mess maintenance and other jobs, miscellaneous works, etc., shall be under the scope of the Contractor. The rate quoted by the Contractors shall be inclusive of the above services.
- 17.11. The Institute also reserves the right to terminate the contract at any time without assigning any reason thereon by giving **one month** notice in writing to the Contractor and the Contractor shall not be entitled to any compensation by reason of such termination. The decision of RGUKT under this clause shall be final, conclusive and binding on the Contractor and shall not be called into question.
- 17.12. On the Institute exercising its right to terminate the contract as above, the Contractor shall vacate the premises within **one month** ensuring that all the Contractor's equipment and personnel have been removed from the premises. If the Contractor fails to do so, RGUKT shall be entitled to remove the Contractor's equipment from the premises of RGUKT at the Contractor's risk and cost.

- 17.13. Upon the expiry of the contract period or upon termination of the contract, the Contractor shall forthwith vacate the premises along with his workers and hand over the premises along with all furniture, fittings and fixtures and all other items provided by RGUKT therein, in good condition.
18. Income Tax: During the course of the contract period, TDS will be deducted as per norms.
19. The Contractor shall conform to the provisions of all local laws / by laws and regulations relating to the work and pay all fees payable to such authorities for execution of the work involved. RGUKT shall not be responsible for such liabilities and claims.
20. The Contractor shall provide necessary First Aid Facilities to his personnel. If RGUKT provides, entirely at its discretion, any of these facilities, the cost of such support as worked out by RGUKT shall be recovered from the Contractor.

21. ARBITRATION:

- 21.1. Any dispute arising out of this contract shall be settled as per the Arbitration and Conciliation Act 1996 of the Govt. of India.
- 21.2. In the event of any dispute as to the interpretation of any of these provisions, such dispute shall be settled through mutual negotiations or by appointing an Arbitrator mutually agreed upon or an Arbitrator from panel of Arbitrators on Indian Council of Arbitration.
- 21.3. The Costs in connection with arbitration shall be decided by RGUKT at its sole discretion, who may make a suitable provision for the same in his award.
- 21.4. The Arbitration & Conciliation Act, 1996 shall apply to the arbitration proceedings under this clause and such arbitration shall take place in Nuzvid/RK Valley/Srikakulam/Ongole as the case may be.

22. PENALTY:

22.1. PROMPT, EFFICIENT, SAFE, COURTEOUS AND QUALITY SERVICE

- 22.1.1. The Contractor shall comply with all the terms and conditions and ensure supply of the prescribed quantity and quality of food items during the service timings and in the event of any failure or breach of any of the conditions by the Contractor and in case of deterioration in the quality of the food items or reduction in the quantity thereof, RGUKT shall be at liberty to levy penalty for such breach, as determined by the University, whose decision on the penalty shall be final and binding. This clause is to be read with clause 10.
- 22.1.2. In case of failure to carry out the service to the satisfaction of RGUKT, it will be free to get the service done by any other agency at the cost and risk of the Contractor.
- 22.1.3. If the Contractor is not fulfilling the terms and conditions of the Contract or in case of any misconduct by the workers of the Contractor (which the Contractor has not remedied in spite of the same being reported to him by RGUKT), RGUKT reserves the right to terminate / cancel the agreement either partially or fully by giving one month notice, and without any liability to RGUKT.

The Contractor shall be liable for penalty for any failure as detailed below:

- 22.2. Sub-standard quality of raw materials found by the University's authorized / designated officials once reported should be removed and replaced in total. The quality of the ingredients to be used will be determined based on the first quality sold in the market.
- 22.3. If the Contractor repeatedly fails to ensure the quality of the raw materials, RGUKT, in order to ensure quality, has the right to name a departmental store/super market from where the Contractor should purchase the raw material at his own risk and cost.
- 22.4. If it is found that the Contractor is using other than the specified brand or uses inferior quality/size, vegetables, fruits, tea leaves, provisions, cooking oil, etc., a penalty to the extent of 1% of the day's bill amount shall be levied on the Contractor on each such items separately for each occasion. Besides, inferior ingredients are liable to be removed from the premises of the Mess at the Contractor's risk and cost.
- 22.5. If the Contractor fails to provide service at any location for any period for any reason and if adequate quantity of food is not served, a penalty of 1 to 2% of the day's bill amount at the discretion of RGUKT will be deducted. In addition, the Contractor should also immediately make good the shortage.
- 22.6. If it is found that there is laxity on the part of the Contractor on maintenance of proper hygiene in Mess operations at the kitchen/ dining halls in various service points/ transport vehicles / personnel handling the food items / surroundings, leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms etc, penalty will be levied for each of such violations. The decision of RGUKT is final and binding on the Contractor.
- 22.7. Penalty shall be levied if changes in the menu are made without prior approval of RGUKT.
- 22.8. Penalty shall be levied for delay in service.
- 22.9. Penalty shall be levied if a worker is not found in uniform or with bad turnout without proper haircut, nail trimming, etc.
- 22.10. If RGUKT finds that the mess services are supplied to any unauthorized personnel, penalty will be imposed on the Contractor.
- 22.11. Contractor shall ensure that all food items used are of standard/ established brands with ISI/ AGMARK/FPO/ FSSAI markings. All raw materials and cooking ingredient items like vegetables/ milk products, chicken, meat, fish, etc should always be fresh. Similarly, Rice

Bran, sun flower & ground nut oils of reputed brands, should be used for cooking while rotating them once in ten days, as specified in clause 24.13 in the tender document. Stale and expired items shall not be used under any circumstances. The Contractor is responsible for serving healthy and hygienic food. The contractor shall be responsible for any deficiency/contamination as found by the university authorities or any government department and consequent action thereupon.

PERFORMANCE INDEX – FEEDBACK FORMS

PERFORMANCE INDEX – STUDENT FEEDBACK FORM (Online)				
To provide you with the highest standards of quality, service and cleanliness, your opinions are extremely important in evaluating the areas related to food. Thank you for taking time for participating in the feedback survey:				
1	Timeliness of the service			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory E. Poor
2	Neatness/Cleanliness of of the surroundings (Including Table, Dining Hall, Plates and Dustbins			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory E. Poor
3	Quality of food to all dining members.			
	i.)Status of boiled Rice/ Status of Banana/ Status of Boiled Egg			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory E. Poor
	ii) Taste of Curries/ Fries			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory E. Poor
	iii) Snacks, Tea, Coffee and Breakfast			
4	Quantity of food as per menu i.e., no. of grams/actual consumption whichever is higher			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory E. Poor
5	Courtesy of services from Contractor employees towards dining members.			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory E. Poor
6	Wearing of uniforms+ Hand Gloves +Head Masks etc. by mess staff.			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory E. Poor
7	Cooking as per Menu.			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory E. Poor
	Cleanliness of wash basins and wash area			
	A. Excellent	B. Good	C. Satisfactory	D. Below Satisfactory E. Poor
Name Of the Student:				

PERFORMANCE INDEX –Quality Monitoring Committee Feedback FORM (Online)

To ensure the highest standards of quality, service and cleanliness, your opinions are required in evaluating the areas related to food. Please take time to fill the questionnaire.

Kitchen

1. Quality and taste of food				
A. Excellent (1)	B. Good (0.8)	C. Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)
2. Quality of raw material used are of standard/ established brands with ISI/ AGMARK/FPO/ FSSAI markings				
A. Excellent (1)	Good (0.8)	Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)
3. Kitchen, Dining Hall & Store Hygiene				
A. Excellent (1)	Good (0.8)	Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)
4. Cleanliness of utensils used for cooking and serving food				
A. Excellent (1)	Good (0.8)	Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)
5. Adequacy and Quality of food and position of queue at the counter				
A. Excellent (1)	B. Good (0.8)	C. Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)
6. Cooking & Serving of food as per Menu				
A. Excellent (1)	B. Good (0.8)	C. Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)
7. Service by Staff				
A. Excellent (1)	B. Good (0.8)	C. Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)
8. Wearing of Uniforms + Hand Gloves + Head Masks etc. by the mess staff both in Kitchen and Dining				
A. Excellent (1)	B. Good (0.8)	C. Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)
9. Timings of Mess				
Excellent (1)	Good (0.8)	Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)
10. Cleanliness of wash basins and wash area				
A. Excellent (1)	B. Good (0.8)	C. Satisfactory (0.6)	D. Below Satisfactory (0.4)	E. Poor (0.2)

Name of the Member:

Signature of the Member:.....

POINTS TO NOTE: The primary purpose of this system is to highlight the areas for improvement. The results of the survey can be tabulated to show the trends/ targets for improvements which can be discussed with contractor using these measures.

PAYMENT TERMS:

- 22.12. The Contractor shall raise an invoice in a standard proforma and in accordance with the price/rate approved.
- 22.13. There will be one bill for each month. The invoices shall be raised within 5 days after completion of billing period for the services provided during the preceding month. Invoices raised for the month should be accompanied by a copy of PF Challan, ESI Challan, Service Tax Challan, salary statement of previous month etc., Payment will be made within 10 days of receipt of the invoice subject to:
- Mess feedback and assessment reflected in performance index as given in clause 10 and the formats noted above of the tender document
 - Enclosure of day wise attendance obtained either from face/iris recognition machine or by any other mode as recommended by the director (higher value of lunch or dinner will be considered) and certified by the concerned authorities along with performance index as given in the Bid Document. Payment will be made by only account payee cheque.
- 22.14. TDS will be deducted by the RGUKT from all payments made to the Contractor. This will be as per the Rules and Regulations in force and in accordance with the Income Tax Act prevailing from time to time.
- 22.15. At the time of signing of the Agreement, the bidder /Contractor shall submit to the RGUKT a photocopy of his PAN for record.
- 22.16. GST, EPF, ESI, other statutory duties / levies, as applicable shall be paid by the Contractor to the concerned departments and proof of such payments shall be made available along with the bill of next month to RGUKT. Failure in submission of proof of payments, leads RGUKT to withhold the payment till their production.

23. Special Conditions/Instructions: -

- 23.1. Nutrition is a basic human need and a pre requisite to a healthy life of every human. A Diet consisting of required amount of Cereals, Millets and Pulses, which are major sources of most nutrients, is essential.
- 23.2. Human being needs a wide range of nutrients to perform various functions in the body to lead a healthy life and the nutrients include proteins, fat, carbohydrates, vitamins and minerals etc.
- 23.3. RGUKT has recommended that every meal should contain the following essential food components.

Food group	Products	Main Nutrients	Suggested Quantity
Cerials, Grains and products	Rice, Wheat, Ragi, Maize, Barly, Rice, Flakes, Wheat Flour	Energy, Protein, Iron, Invisible fat, Fibre, Vitamin A,B and folic acid	360 g /day / person
Pulses & Legumes	Bengal Gram, Black Gram, Greengram, Redgram, lentils (while as well as Dals) Peas,	Energy, Protein, Invisible Fat, Vit A,B , Folic Acid, Calcium ,Iron, Fibre	90 g /day/ person

	Rajmah, Soya beans etc		
Milk & Milk Products	Milk, Curd, Cheese, Skimmed Milk	Protein Fat Vit-B12, Calcium	500 ml /day/person
Vegetables	Green Leafy vegetables (Amaranth, Spinach, Gongura, Coriander ,mustard leaves etc) Carrot, brinjal ,ladies fingers, beans , onions, drumstick	Carotinoids, vit "C" fibre, invisible fats, vit "b2" ,folic acid, calcium ,iron, Fibre etc	200 g/day/person
Fats	Butter, Ghee, Hydrogenated Oils, cooking oils like ground nut, mustard	Energy, fats, essential fatty acids Energy	40 g/day/person
Sugars	Sugar & Jaggery	--	25 g/day/person
Fruits	Banana, /Any Seasonal Fruit	--	01 Per Head

23.4. RGUKT made it mandatory for serving of milk and milk products to a minimum of 500 ml per day per person and should be served as following.

	Suggested Quantity	Session
Total Milk -500 ML (Fat percentage: 4.5%)	150 ML	Break fast
	150 ML	Lunch (Curd)
	150 mL	Dinner (curd)
	50 ML	Snacks

23.5. Human body requires at least 2300 (average) calories per day. RGUKT has made it mandatory to serve minimum quantity of food items in the menu as per the following table.

S.No	ITEM	Total Quantity Suggested (Minimum)	Minimum Number*
Breakfast	Idli	250-300 g	4 to 5
	Chapathi	250-300 g	4
	Uthappam	250-300 g	4 to 6
	Dosa	250-300 g	3 to 4
	Poori	250-300 g	4
	Vada	250- 300 g	4
	Chutney	one small laddle	
	Sambar	one sambar laddle	
	Coffee	1 cup	150 mL
	Milk	1 cup	
Lunch	Rice	250-300 g	
	Pappu- Akukura/Dosakaya/Sorakaya	one sambar laddle	
	Rasam	Two sambar laddles	
	Curd(Solid)	one cup	1 cup
	Banana		1
	Curry	100 g	
	Roti Chutney	3 table spoons	
Snacks	Biscuits	4 Number any item	4
	Boiled Chana/ground nuts/guggilu	50 g	
	fried atukulu/ Bajji	50 g	
	Bajji	Two Numbers	2
	Onion Pakoda	50 g	
	Ground nut chikki	50g	
Tea	1 Cup		

Dinner	Rice	250-300 g	
	Curry	100 g	
	Sambar	2 sambar Laddles	
	Roti chutney	3 Table spoons	
	Banana		1
Non Veg	Chicken Curry	170 g	
Veg	Veg Curry	150 g	
	Sweet	100 g	
	Vegetable palav	200 g	

* Only minimum is specified. Students should be provided to eat their capacity even if it is more than the minimum specified.

- 23.6. It is decided that the raw materials used in preparation of food items should be branded and ISI/ FASSI Certified/Branded companies materials to be purchased by the Contractor. Otherwise, the Institute will impose penalty in case the Contractor uses low quality raw materials use of adulterated food materials will be viewed seriously and suitable action will be taken. Any food poisoning or ill- health due to adulterated/ substandard stuff or un hygiene cooking will be the sole responsibility of the contractor. Contractor is also held responsible for any lapses found in the regular visits of the officials of Health Department of the Government.
- 23.7. RGUKT instructs to serve Palak /Methichapathi in breakfast and only wheat flour is to be used in chapathi (No Myda at all) and it is mandatory to use Ashirvad/Pillsbury/Annapurna Atta in making Chapathi.
- 23.8. It is decided by the RGUKT that Minimum of 170g (120 g Chicken and 50 g Gravy) of cooked quantity of chicken is to be served per student.
- 23.9. RGUKT instructs use of first quality of Dals & Rice in cooking and the rice should be one year old sonamasuri, and it should be checked regularly by the Committee constituted by the RGUKT.
- 23.10. RGUKT instructs to use branded Rice Bran, sun flower & ground nut on rotation basis. Use of palm Oil and other local brands is prohibited.
- 23.11. RGUKT makes mandatory to avoid using Vanaspathi/Dalda in foods and use Ghee or Oil only.
- 23.12. In addition to the assessment/penalty, the following checks would be carried out by the Mess Management Committee on a regular basis and impose further penalties as applicable.
- 23.12.1. An additional penalty of 25% on the bill for the day shall be imposed on each instance for delay in preparation, Non-availability or short supply of any declared item of the menu of any meal, lack of hygiene, poor service and misbehavior of staff, low quality of raw material, or any other lapse.
- 23.12.2. An additional penalty of 30% on the monthly bill will be imposed if items such as mono-sodium glutamate (Ajinomoto), other harmful items are found in the store. Food colors are strictly prohibited and using it will be considered as adulteration.

24.13. Ingredients/Food items Brands:

- a. The ingredients used must be of reputed brands. In case of non-availability of the reputed brand, any other brand needs to be approved by the Chancellor/ Vice-Chancellor, RGUKT before use.
- b. Contractor shall ensure that all ingredients/food items used are of standard/ established brands with ISI/ AGMARK/FPO/ FSSAI markings.
- c. Grade-1 quality of all products should be procured.
- d. Vegetables as well as any other product that may be procured from local markets/mandi, should also be of Grade-1 quality.

24.14: Quality Monitoring Mechanism: In order to ensure proper quality of the food served to the students, the following arrangement will be put in place.

- a. **Quality Monitoring Committee:** University will constitute a Quality Monitoring Committee with both internal and external members to check the quality of ingredients and quality of the food cooked on a continuous basis (at least once in three months); this committee will be in addition to the existing mess committees.
- b. The Quality Monitoring Committee will test the ingredients for their quality either by utilizing the available chemistry/chemical engineering labs or from outside labs wherever required.
- c. **Mess Committee:** The Mess committee will inspect and taste the food after cooking but before it is served to the students to enable the service provider to make suitable modifications

Basing on the recommendations/ observations of the above committees, University reserves the right to take suitable action in terms of issuing warning or impacting penalty as it deems fit.

24.15: Other Penalties

S. No	Basis	Fine
01	Presence of unwanted items in food: • Harmful items (e.g. blade, glass pieces, metal wires, nails, etc) • Other items (e.g. cockroaches, cigarettes, insects etc)	Additional 10% deduction on monthly bill.
02	Use of stale/spoiled/harmful ingredients, e.g. rotten vegetables, spoiled grains, coloring agents etc.	
03	*Reduction in the quality of the food due to: • Half cooked (boiled/fried) items (e.g. rice, dal, vegetables, Bajji, puri, Chapati etc) • Tasteless food by insufficient/excessive usage of ingredients like oil, salt, water, tamarind, Aata etc., in dishes like curry, dal, sambar, puri, etc.,)	
04	Improper Waste/Garbage Disposal in Kitchen area and its surroundings. Adulteration /Food Poisoning by any means. (To be confirmed by RGUKT)	Rs. 25,000
05	Use of the brands not mentioned in the tender document without prior permission of the RGUKT.	Additional 10% deduction on monthly bill.

Note: Fine or penalty will be imposed after 2 warnings issued by the RGUKT competent Authorities during the contract period.

Letter Head of the Firm/Organization/Institute

Annexure-I

No.

Date:

EXPERIENCE CUM SATISFACTORY CERTIFICATE

S.No	Particulars	
1	Name of the Firm/Organization/Institute	
2	Name of the Work	
3	Name of the Contractor and Address	
4	Agreement Date	
5	Value of the Contract (Rs in Lakhs)	
6	Average total number of persons as per work order	
7	Total Number of Manpower Engaged for work	
8	Date of Commencement of the work	
9	Date of Completion of work	
10	Value of work done	
11	Description of work	
12	Overall Assessment of the Firm/Organization/Institute (Excellent, Good, Satisfactory, Poor)	
13	Remarks	

Signature of the Competent Authority With Seal

Annexure-II

DECLARATION BY THE BIDDER

**(Affidavit on Non- Judicial Stamp Paper of Rs.100/- -duly attested by Notary /
Magistrate)**

Instructions:

1. All the copies of the certificates, documents etc., enclosed to the technical bid shall be given page numbers on the right corner of each page. The data shall be furnished in the formats appended to the tender document and the same should be submitted in a sealed envelope.
2. The information shall be filled by the Bidder and shall be enclosed to the technical bid for the purposes of verification as well as evaluation of the bidder's Compliance to the eligibility criteria as provided in the Tender document. All the Certificates, documents shall be uploaded and copies shall be submitted by the bidder in sealed Cover "A" as Hard Copies along with the original Demand Drafts drawn towards EMD & Processing fee.
3. The RGUKT shall carry out the technical bid evaluation solely based on the uploaded certificates/documents, DD/BG towards EMD. The price bids of those bidders who are found to be technically eligible will only be opened. If any bidder fails to submit the original hard copies towards EMD, Processing Fee and other photocopies of the documents before the opening of the price bids, the technical bid of such bidder will be disqualified.

DECLARATION

I/We declare that the information given in the bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false/fabricated and incorrect, contract given to our firm or participation may be summarily terminated at any stage, the firm will be blacklisted and RGUKT may impose any action as per the rules.

It is declared that I/ my Firm/ Agency/ Company has never been black listed by any of the Departments/ Autonomous Institutions/ Reputed Educational Institution/ Public Sector Undertakings of the Government of India or any State Government.

I/We undertake that I/We have not been convicted in any criminal case. I/We have not violated the PF/ESI/Minimum wages act or any other laws in force. I/We understand that the contract will be terminated if the above information is false.

I/we have not defaulted in the payment of statutory fee/dues to Central/State Government or their agencies.

Signature of the Bidder

With Seal

Annexure -III

Bidder Information

1	Name of the organization	
2	Year of establishment	
3	Complete postal address	
4	Name & Designation of Authorized person	
5	Phone No.	
6	Fax No.	
7	Email	
8	Nature of the firm and Registration (Proprietary/partnership/etc...)	
9	Bank Details:	
	Bank Name	
	Bank Address	
	Bank Account Number	
	IFSC Code	
10	PAN No. and TAN No.	
11	GST No:	
12	EPF Registration Number	
13	ESI Registration Number	
14	Labour department registration/ license	
15	Total No. of branch offices in Andhra Pradesh	

ANNEXURE-IV

Bid Submission form

From:

(Registered name and address of the Bidder)

To

**The Chief ADMINISTRATIVE OFFICER (FAC),
RGUKT Andhra Pradesh**

Sir,

Having examined the bidding documents, we the undersigned, offer to provide the Catering Services including maintenance of kitchen and dining halls in conformity with the terms and conditions of the bidding document and amendments thereon in response to your tender called dated 15.07.2023.

If our bid is accepted, we undertake to:

- a. Provide services/execute the work according to the time schedule specified in the bid document,
- b. Obtain the performance guarantee from a Scheduled bank in accordance with bid requirements for the due performance of the contract, and
- c. Agree to abide by the bid conditions, which remain during the entire bid validity period and bid may be accepted any time before the expiration of that period.
- d. We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid, and that you will not defray any expenses incurred by using bidding.

Tender Processing Fee (Nonrefundable)	Amount Rs. DD No. DD Date Issuing Bank &Branch:
EMD	Amount Rs.: DD No./BG No.: DD/BG Date: Issuing Bank &Branch:

Bidder's Signature

Seal.

ANNEXURE -V

DECLARATION (on Firm's Letter Head)

From:

Date.

(Registered name and address of the Bidder)

To

**The CHIEF ADMINISTRATIVE OFFICER (FAC),
RGUKT Andhra Pradesh**

Dear Sir,

Sub. Providing Catering Services including maintenance of Kitchen and Dining Halls in
RGUKT campuses located at Nuzvid/RK Valley/Srikakulam/Ongole-AP –Reg.

With respect to the tender notice published in the above-mentioned daily newspaper, I/We here
by submit my/ our tender in the required format.

I/We have adhered to the requirements prescribed by RGUKT. I/We have carefully gone through
the guidelines/ terms and conditions and prescribed format and I/We accept the same without
any alternations/ modifications.

I / We hereby further declare that, if the above declaration is found untrue the RGUKT, shall be
entitled to take any legal action against us severally and or individually or our firm / company in
this regard in any manner that may deem fit by RGUKT.

I / We hereby further declare that I/we shall abide by RGUKT rules and regulations in terms of one
Contractor eligible to work/serve for one specific mess only in a campus, at RGUKT even if I/We
are the lowest quoted Contractor for more than one mess.

I/ We understand and accept that you are not bound to accept the lowest or any tender you may
receive.

YOURS SINCERELY

SIGNATURE & STAMP OF THE BIDDER

Annexure-VI

List of Major Clients (Both Ongoing and Completed)

S. No	Full Address of the Client	period of contract	Number of people served per day	Turnover (Rs./year)

Bidder's Signature

Seal.

Annexure VII

Name of the Work Providing Catering Services including maintenance of Kitchen and Dining Halls in RGUKT campuses located at Nuzvid, RK Valley, Srikakulam and Ongole –Reg.

Name of the Contractor:

Annual Turnover Statement

(To be certified by the Chartered Accountant)

S. No	Financial year	Annual Turnover (Rs.)	Annual Turnover pertaining to Food and Catering Services (Rs)
1	2018-19		
2	2019-20		
3	2020-21		
4	2021-22		
5	2022-23		
Total			

Signature of Chartered Accountant with Seal

Name:

Membership No.:

Annexure VIII

ESI / PF DETAILS

Name of the Work Providing Catering Services including maintenance of Kitchen and Dining Halls in RGUKT campuses located at Nuzvid, RK Valley, Srikakulam and Ongole –Reg.

Tender No.

Name of the Contractor:

Details of PF & ESI Registration

S. NO	Description	Registration Details
01	PF Registration No., District & State	
02	ESI Registration No., District & State	

Signature of the Bidder

Annexure IX
COMPOSITION OF MENU and TIME SCHEDULE (DAILY)

The following menu has to be served by the Contractor without any deviation for students at RGUKT campuses.

Breakfast Timings: 7:00 AM to 8:30 AM

Lunch Timings: 12:15 PM to 2:00 PM

Snacks Timings: 5:00 PM to 6:00 PM

Dinner Timings: 7:00 PM to 8:30 PM

Note 1: Chicken curry – 120grams chicken + 50 grams gravy

Day	BREAK FAST	LUNCH	SNACKS	DINNER
Monday	1. Idly 2. Coconut Chutney 3. Sambar 4. Boiled Egg/Papayya 5. Coffee/ Milk	1. Rice 2. Thotakurapappu 3. Alu Fry 4. Tamoto chutney 5. rasam 6. Curd	1. Boiled Sanagalu/ Guggillu 2. Tea/ Milk	1. Rice 2. Vankayabattani curry 3. Sambaru 4. Banana 5. Curd
Tuesday	1. Onion uthappam 2. Putnal Chutney 3. Boiled Egg/Bread & jam/butter 4. Coffee/ Milk	1. Rice 2. Tomoto Pappu 3. Dondakaya Fry 4. Gongure chutney 5. Rasam 6. Curd	1. Atukulu (chuduva) 2. Tea/ Milk	1. Rice 2. Alu Dum fry 3. Sambar 4. ravvakesari (sweet) 5. Curd 6. Banana
Wednesday	1. Idly (2Nos.) & Vada (2 Nos.) 2. Palli chutney 3. Coffee /Milk	1. Rice 2. Palakurapappu 3. Mulakaya Tomato Curry 4. Rasam 5. Curd	1. Ground nut chikki 2. Tea/Milk	1. Rice 2. Veg Pulav 3. Chicken Curry 4. Capiscum Panner 5. Ryta 6. Rasam 7. Banana
Thursday	1. Tomato bath 2. Palli Chutney 3. Boiled Egg/Veg cutlet 4. Coffee/ Milk	1. Rice 2. Sorakayapesara Pappu 3. vankaya chutney 4. Goruchikudu Fry 5. Rasam 6. Curd	1. Pakoda/Bajji (Alu / Banana) 2. Tea / Milk	1. Chapathi 2. Alu kurma 3. Curd Rice 4. Pickle 5. Laddu/sweet bundhi (sweet) 6. Banana
Friday	1. Poha/ Uggani and bajji 2. Palli Chutney 3. Coffee / Milk	1. Rice 2. Chukka/Thota/ PalakuraPappu 3. Mixed vegetable curry (not to use potato and Banana as ingredients) 4. Kandhi pacchadi 5. Rasam 6. Curd	1. Two Onion Samosa 2. Tea/ Milk	1. Rice 2. Egg Curry 3. Carrot fry 4. Roti Chutney 5. Banana 6. Curd
Saturday	1. Idly (2Nos.) & Vada (2 Nos.) 2. Sambar 3. Coffee /Milk	1. Rice 2. DosakayaPappu 3. Beans curry 4. dondakaya chutney 5. Rasam 6. Curd	1. Popcorn 2. Tea/ Milk	1. Lemon Rice / Veg. Rice 2. Alu Kurma 3. Curd Rice 4. Banana 5. Chakkarapongal / Korrapayasam
Sunday	1. Dosa 2. Palli Chutney 3. Karam Chutney 4. Milk/ Coffee	1. Veg Pulav 2. Rice 3. Chicken Curry 4. Panner Butter Masala 5. curd 6. Rasam	1. Boiled Ground nut 2. Milk/tea	1. Rice 2. Mix Veg Curry (not to use potato and Banana as ingredients) 3. Sambar 4. Banana 5. Curd

ANNEXURE-X

Evaluation matrix

1. The bidder should submit proofs for their claim by way of certificates, testimonials and records etc. No score will be awarded for the items without any proof or supporting documents.
2. Bidder shall ensure submission of complete information/documents at the first instance itself. RGUKT-Andhra Pradesh reserves the right to complete the evaluation based on the details furnished by the tenderers without seeking any subsequent additional information.
3. Tenders not in compliance with tender conditions or with incomplete information/documents are liable for rejection.

S.No	Description of criteria	Value ranges	Points/ grade
1.	Total number of years in catering business (excluding beverage and snack services) (One work order and satisfactory certificate for each completed year of service in catering business should be submitted as Proof)	More than 20 years	10
		15-20 years	8
		10-15 years	6
		5-10 years	4
		3-5years	2
2.	Average Annual Turnover of last five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 in respect of catering services (A certificate of bidders turnover duly certified by certified by chartered accountant as per annexure VII should be submitted as proof. Further, Form 26 AS should also be submitted)	17.5 crs & above	10
		14 to 17.5 crs	8
		10.5 to 14 crs	6
		7 to 10.5 crs	4
		3.5 to 7 crs	2
3.	Average number of persons/students served on a normal working day during last five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23. (1. Work orders and 2. Relevant satisfactory certificate as per annexure-I need to be submitted as proof. Both documents are mandatory)	2501 and above	10
		2001-2500	8
		1501-2000	6
		1001-1500	4
		800-1000	2
4.	Total Number of contracts undertaken with respect to catering services with at least 1000 and above persons/students on a normal working day in a single unit during last five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 (1. Work orders and 2. Relevant satisfactory certificate as per annexure-I need to be submitted as proof. Both documents are mandatory)	11 and above	10
		9	8
		7	6
		5	4
		3	2
5.	Value of single largest contract in the last five years i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 in catering services in terms of rupees	17.5 crs & above	10
		14 to 17.5 crs	8
		10.5 to 14 crs	6
		7 to 10.5 crs	4
		3.5 to 7 crs	2

ANNEXURE-XI

FINANCIAL / PRICE BID

I/We provide Catering Services including maintenance of Kitchen and Dining Halls in RGUKT campus located at Nuzvid, RK Valley, Srikakulam and Ongole as per the price quoted below for the menu mentioned in the tender document.

Schedules	Description	Price per head per day (Rs.) (excluding GST) (Price range of Rs. 88/- to Rs.110/-)	
		In words	In Figures
Schedule-I	Breakfast, Lunch, Snacks and Dinner as per the Menu		

RGUKT will follow the AP State Government norms relating to reverse tendering in vogue before awarding the contract. RGUKT is authorized to negotiate the price even after reverse tendering.

*** Price shall be quoted online only.**

Date:

Place

(Signature of the Bidder)

Seal

Annexure-XII

Ref No.: RGUKT-AP/E-Proc/Catering/Mess/ET37 /2023,

Date: 15.07.2023

Bid Security (EMD) form

(To be issued by any Scheduled Bank/ Nationalized in India and having at least one branch in Nuzvid/Vijayawada/ Andhra Pradesh)

Whereas.....(here in after called “ the Bidder”) has submitted its bid Dated.....(Date). For the execution of(here in after called “the Bid”)KNOW ALL MEN By these present that WE.....ofhaving our Registered office at(hereinafter called the “Bank”) are bound unto the Rajiv Gandhi University of Knowledge Technologies, Andhra Pradesh.(hereinafter called “The RGUKT”) in the sum offor which payment well and truly to be made to the said RGUKT-A.P itself, its successors and assignees by these presents.

The conditions of these obligations are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the RGUKT during the period of bid validity
 - 1) Fails or refuses to execute the contract form if required; or
 - 2) Fails or refuses to furnish the performance security, in accordance with the bid requirement;

We undertake to pay the RGUKT up to the above amount upon receipt of its first written demand, without the RGUKT having to substantiate its demand, provided that in its demand the RGUKT will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 180 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Place:

Signature of the Bank

Date:

and seal.

Annexure XII
Check List
Compliance /agreed/ enclosed / deviation statement

The following are the particulars of compliance/deviations from the requirements of the tender specifications

S. No	Description of Items to be submitted	Remarks (YES/NO)
1.	Tender Processing fee - Rs. 50,000/-	
2.	Bid Security (EMD)-Rs. 20.00 lakhs	
3.	Experience Cum Satisfactory Certificate (As per annexure I)	
4.	Declaration of the Bidder for non blacklist certificate (as per annexures II)	
5.	Bidder Information (as per annexure -III)	
6.	Bid submission form (as per annexure - IV)	
7.	Copy of Firm registration certificate along with declaration of bidder as per annexure V	
8.	List of Major Clients (As per annexure VI)	
9.	Annual Turnover Statement (as per annexure VII)	
10.	ESI/EPF details (as per annexure VIII)	
11.	Menu copies pertaining to previous work orders duly certified by the competent authority	
12.	Copy of PAN	
13.	Copy of Income tax returns of any two of the latest three years	
14.	Copy of GST Registration Certificate	
15.	Copy of latest GST returns	
16.	Copy of FSSAI/Food License Certificate	
17.	Copy of Valid Labor License	
18.	Copy of EPF Registration Certificate and latest TRRN details (EPF payment statements for the last 3 months)	
19.	Copy of ESI Registration Certificate and latest ECR (ESI payment statements for the last 3 months)	
20.	Compliance towards the submission of IT Returns and TDS details (AS26)	
21.	Copy of the bid document signed with seal on all pages	
22.	Supporting documents pertaining to Evaluation matrix as per ANNEXURE-X.	
23.	Any other supporting documents (if any)	

Note: All pages of the bid document and along with proofs must be serially numbered.

The specification and conditions furnished in the bidding document shall prevail over those of any other document forming part of our bid, except only to the extent of deviations furnished in these statements.

Place:

Bidder signature

Date:

and seal

Note: For every item appropriate remarks should be indicated like 'Yes/No /No Deviation/ Agreed/ Enclosed' etc. as the case may be.