



# HOSTEL ADMINISTRATION, NITT HOSTELS

NATIONAL INSTITUTE OF TECHNOLOGY, TIRUCHIRAPPALLI-620 015

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## TENDER DOCUMENT

**(AMENDED AFTER PRE BID CONFERENCE HELD ON 27/11/2013)**

Tender Notification Number: **HAC/ NITT/OS/CC/ 2013-14/7**

dated: 9/11/2013

### NOTICE INVITING TENDER FOR PROVIDING CATERING SERVICES ON CONTRACT BASIS TO THE NITT HOSTEL MESSAGES

<b>Name of Work/ Service</b>	Providing Catering Services on contract basis to NITT Hostel Messes
<b>Brief Scope of Work</b>	Providing Breakfast, Lunch, Evening snacks and Dinner to 5,100 hostel students of NITT, on fixed lump sum, "daily rate" basis.
<b>Tender Document</b>	The tender document can be downloaded from the NITT website <a href="http://www.nitt.edu">www.nitt.edu</a>
<b>Cost of Tender Document ( Non refundable)</b>	The downloaded tender document shall be accompanied by demand draft for <b>Rs.1040/-</b> (Rupees One thousand and forty only) drawn in favor of <b>The Chief Warden, HAC/ NITT</b> payable at Tiruchirappalli, Tamil Nadu
<b>EMD Amount (Refundable)</b>	<b>Rs.2,60,000/-</b> (Rupees Two lakh sixty thousand only) payable through demand draft drawn in favor of <b>The Chief Warden, NIT, Trichy</b> payable at Tiruchirappalli, Tamil Nadu
<b>Pre Bid Conference Date &amp; Time</b>	<b>27/11/2013 at 11 a.m.</b> (Venue: A 13 Hall, Administrative Building, NIT, Tiruchirappalli-15)
<b>Last date and time for submission of tender</b>	<b>11/12/2013 up to 3.00 p.m.</b>
<b>Address for submission of tender</b>	<b>The Chief Warden,</b> Hostel Administration Committee, Hostel Office, National Institute of Technology, Tiruchirappalli-15, Tamil Nadu
<b>Date and Time of Opening of Technical Bid</b>	<b>11/12/2013 at 3.30 p.m.</b> (Venue: A 13 Hall, Administrative Building, NIT, Tiruchirappalli-15)
<b>Date of Opening of Price Bid</b>	Will be informed later to the technically acceptable shortlisted bidders
<b>Bid Validity</b>	90 days from the date of Price bid opening.
<b>Mode of Submission of Tender</b>	Speed Post / Registered Post / Hand delivery.

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## SECTION A : OVERVIEW

**The National Institute of Technology, Tiruchirappalli (herein after referred to as NITT)** is an Educational Institution of National Importance, functioning under the control of Ministry of Human Resource Development (MHRD), Government of India. At present, over 5000 students are pursuing their engineering education and they are accommodated in 25 hostels situated within NITT campus.

The Management and Administration of the NITT Hostels is vested with **Hostel Administration Committee (herein after referred to as HAC/ NITT)** headed by the Chief Warden. **The Chief Warden, HAC/ NITT** invites sealed tenders from professional, competent and experienced Catering Contractors for providing catering services to the hostel messes of NITT, on contract basis.

Through this public/ open tender, it is proposed to engage **6 or 7 Catering Contractors** and each of them will be allotted with 700 to 900 inmates approximately.

## SECTION B: SCOPE OF WORK

The essence of the contract is to prepare and serve food to 5,100 Hostel students of NITT, on **turnkey contract** basis. The scope of work includes the following: (a) Procurement of groceries, vegetables, raw materials and other ingredients for running of the mess, out of catering contractors own expenses and out of contractors own arrangement (b) Cooking and Serving the Breakfast, Lunch, Evening snacks and Dinner (c) Deployment and supervision of required number of service personnel such as cooks, servers, cleaners, store keeper and supervisors etc., for running the mess (d) Management and control of stocks and inventories (e) Cleaning of kitchen, dining halls and auxiliary areas (f) Cleaning of utensils, kitchen and serving areas (g) Maintenance of the equipment in the kitchen and dining hall (h) Safety and Security of workers deployed by the caterer, equipments, utensils and other items in the kitchen and dining hall (i) maintenance of records and documents related to running of the mess and statutory compliances under various Labour Laws. (j) Any other activities as may be considered necessary by the HAC/ NITT, on merit.

Thus, the successful bidder (i.e., caterer) has to provide Breakfast, Lunch, Evening snacks and Dinner on fixed lumpsum, “daily rate” basis. The contractor shall be in a position to cater to the tastes of North Indian and South Indian Food.

The selected contractors shall provide catering service with effect from January 2014 onwards for a period of one year (date of commencement of the contract will be informed later) , may be extendable based on the performance of the selected caterers.

Details of approximate number of diners in each mess, type of kitchen and dining hall facilities are provided in “**Section-I**” of this the tender document.

**SECTION C: BASIC ELIGIBILITY CONDITIONS FOR SUBMITTING BIDS**

1. The bidder should have experience in having successfully run the Catering services during the **last seven years ending 1<sup>st</sup> November 2013** as per the following details:

- **3 similar completed works** (preferably two of them in a Hostel Mess of a renowned Educational Institution) each having 300 -500 persons on its dining strength.

**OR**

- **2 similar completed works** (preferably one of them in a Hostel Mess of a renowned Educational Institution) each having 500 -700 persons on its dining strength.

**OR**

- **1 similar completed work** (preferably in a Hostel Mess of a renowned Educational Institution) having not less than 700 -1000 persons on its dining strength.

- ❖ **Note: Similar nature of work means (A) the running of Hostel Messes successfully in renowned Educational Institutions** such as Indian Institute/s of Technology, Indian Institute/s of Management, National Institute/s of Technology, All Indian Institute of Medical Science/ Central Universities/ State Universities/ Deemed Universities/ Renowned Private Educational Institutions/ Universities or any Academic Institution functioning under Ministry of Human Resources Development; **(B) the running of Large Industrial/ Institutional Canteens successfully in the State or Central Public Sector Undertakings or Companies in Private Sector, Organizations/Institutions/ Statutory and Autonomous Bodies etc.,**

2. **Average Annual Turnover**: The bidders average annual turnover (gross) in Catering Services during the last three financial years i.e., 2010-11, 2011-12 and 2012-13, duly audited by Chartered Accountant, should not be less than **Rs. 50 lakhs (Rupees Fifty lakhs)**. Year in which no turnover is shown would also be considered for working out the average.
3. **Performance Certification**: The bidders' performance for each work completed in the last three years and work in hand should be certified by the responsible official from the concerned organization. The certificate(s) should be enclosed with Technical bid.
4. **Financial Solvency**: A Solvency certificate from any nationalized bank for not less than **Rs.25,00,000 /- (Rupee Twenty Five lakhs only)** should be enclosed with the Technical Bid.

**The above mentioned basic eligibility conditions are broad guidelines for pre qualification and the Hostel Administration Committee, NITT hereby reserves the rights to relax/ alter/ modify / add, any or all the conditions.**

## SECTION D: PRE BID CONFERENCE

With a view to ascertain the remarks/ views of the prospective bidders on the tender stipulations, terms and conditions, it has been decided by the Committee constituted for the purpose of mess contract to conduct a Pre - Bid conference on 27/11/2013 (Wednesday) at 11 a.m. (Venue: A 13 Hall, Administrative Building, NIT, Tiruchirappalli-15).

The purpose of the conference will be to clarify the requirement of our students and to answer the questions of the prospective bidders on technical bid and other issues that may be raised at the conference.

If the prospective bidder finds any discrepancies or omissions in the tender document or is there any doubt as to their meaning, he should at once address the committee, for clarification at the time of Pre bid conference, so as to get clarification and submit his tender in time.

No extension of time will be given for submission of tender on any account.

View above, prospective bidders are advised to submit their doubts/ questions/ clarifications, if any, through Mail, (Mail ID: **hac@nitt.edu**) before the date of Pre bid conference. Further, on the date of the conference, the questions should be given in writing.

Any modification of the bidding documents which may become necessary as a result of the Pre bid conference shall be made knowingly to all the bidders by the Chief Warden through a notification of amendment in the website of the NITT.

## SECTION E: PROCEDURE FOR SUBMISSION OF TENDER - GENERAL INSTRUCTIONS TO THE BIDDERS

- a. The tender document should be downloaded from the NITT website **www.nitt.edu**
- b. The bidders shall not make any changes in the Applications of Technical and Price Bid.
- c. All correspondence and documents relating to the tender shall be written in English.
- d. No paper/ page shall be detached from the tender document. No addition or alteration should be made in the tender document.
- e. The bids should be submitted in legible handwriting/ printing/ typing without any ambiguity in Annexure - I and Annexure - II of the tender document. If any correction is necessary the same should be made after scoring out the old entry. All the corrections should be attested with full signature of the tenderer.
- f. The tender shall be submitted as per the procedures and requirements stipulated herein. This tender is based on **Three cover system** i.e.,
  - **Envelope A** : Tender Fees and EMD amount
  - **Envelope B** : Technical Bid Cover and
  - **Envelope C** : Price Bid Cover

- g. As tabulated below, there shall be separate envelopes/ covers for (1) Tender Fees plus EMD amount (2) Technical Bid along with the required enclosures and (3) Price bid.

<b>Contents of the separate envelopes</b>	<b>On the top of the Envelope, to be super scribed as</b>
Two Separate Demand Drafts towards Tender Fees (Rs.1,040/-) and EMD amount Rs.2,60,000 (Rupees Two lakh and sixty thousand only)	“Envelope A: Tender Fees + EMD cover” Name of the bidder/ Caterer: Tender Number:
Technical Bid in the Application format stipulated in Annexure ONE to the Tender document along with required enclosures	“Envelope B: Technical Bid cover” Name of the bidder/ Caterer: Tender Number:
Price Bid in the Application format stipulated in Annexure TWO the Tender document	“Envelope C: Price Bid Cover” Name of the bidder/ Caterer: Tender Number:

- h. All the three separate envelopes should be placed/kept within a LARGER Size, Master Envelope, super scribing “Tender for Providing Catering Services on contract basis to NITT Hostel messes” and it should reach "**The Chief Warden, Hostel Administration Committee, Hostel Office, National Institute of Technology, Trichy -15**" on or before **11/12/2013 upto 3.00 p.m.,**
- i. If all the three inner envelopes and the one outer envelope (i.e., larger envelope) are not sealed and marked as instructed, HAC/ NITT will assume no responsibility for the misplacement or premature opening of any of the envelope. An envelope opened prematurely will be rejected. All the three inner envelopes should have the name and address of the bidder.
- j. The bidders are cautioned that furnishing of incomplete/ ambiguous information, suppression of facts and alteration of prescribed format will entail outright rejection of tender application.
- k. The tender should be submitted either through Registered Post / Speed Post / hand delivery.
- l. HAC/ NITT will not accept any responsibility or grant any relaxation of time for any Postal delay in submission of tender.
- m. The bidders shall bear all costs incurred by them in bid preparation and submission. All activities in connection with the preparation of bid will be the sole responsibility of the bidder.
- n. Bidder or his authorized representatives may personally visit messes and dining facilities available at NITT premises at his/ their own cost under prior intimation.
- o. Submission of the bid will, therefore, be considered as meeting the requirements of having fully read and understood the tender document and the scope of work prescribed herein and expected from the caterer.

## SECTION F: TENDER FEES AND EARNEST MONEY DEPOSIT

- a. As detailed below, the bidders should furnish **two separate demand drafts** towards Tender Fees and EMD amount.
  - A non refundable Demand Draft for **Rs. 1,040/-** (Rupees One thousand and forty only) drawn in favor of "**The Chief Warden, NIT, Trichy**" payable at Tiruchirappalli towards the cost of tender document.
  - A Demand Draft for **Rs.2,60,000/-** (Rupees Two lakh and sixty thousand only) drawn in favor of "**The Chief Warden, NIT, Trichy**", payable at Tiruchirappalli towards Earnest Money Deposit (EMD) which is refundable to the unsuccessful bidders within two weeks from the date of finalization of tender, **without any interest**.
  - In respect of successful bidders, the EMD amount will be adjusted against the security deposit of Rs.2,60,000 (Rupees Two lakh and sixty thousand only).
- b. **Without Tender Fees and EMD, the Technical Bid will be rejected outrightly.**

## SECTION G: TECHNICAL BID AND PRICE BID

### **FOR TECHNICAL BID**

- a. **The TECHNICAL BID** should be furnished in the Application stipulated in the Annexure- I of this tender document.
- b. Technical bid consists of **Section A to Section J** of the tender document and the application for technical bid at Annexure - I.
- c. The bidder needs to agree with all the terms and conditions of the tender document unconditionally without any alterations.
- d. All pages of terms and conditions of the tender document must be signed by the authorized signatory and sealed with stamp of bidding agency/ firm/ company as a token of having accepted the same.
- e. **Technical bid and all the required enclosures of the Technical Bid should be serially numbered and any over writing/ erasures in the bid made by the bidder shall be signed by the person signing the bid.**
- f. The bidders are permitted to attach separate sheets wherever necessary along with the application of technical bid.
- g. There shall NOT be any price indication in the technical bid. If for any reason, it is found that the technical bid reveals the price bid related details in any manner whatsoever, or, the price bid is enclosed in the envelope super scribed, "Technical Bid", the bid document will be summarily rejected in the first instance itself.
- h. **The technical bid will be opened on 11/12/2013 at 3.30 pm in A 13 Hall of NITT in the presence of Committee members with the bidders or their representatives.**

- i. At the time opening of Technical bid, the name of those who have submitted their offers along with the details of EMD will only be read out and no other information/ details whatsoever will be shared at this stage.
- j. Mere submission of information does not entitle the bidders to meet the eligibility criteria. Committee reserves the right to verify and vet, any or all the information submitted by the bidder.
- k. Making misleading or false representation in the bid document will lead to disqualification of the bidder resulting in forfeiture of EMD amount .
- l. The HAC/ NITT reserve the right to shortlist the acceptable technical bids.

### **FOR PRICE BID**

- a. The **PRICE BID** consists of Annexure - II of the tender document.
- b. The bidder should quote firm price taking into account all taxes, duties and levies of State Government, Central Government and Local Bodies. Rates quoted shall not be revised on account of any increase in price of commodities, taxes etc., No escalation of price whatsoever would be allowed during the pendency of the contract.
- c. Price bid must indicate the daily rate (i.e., Mess Rate Per student per day), for the menus indicated in **Annexure III** of the tender document.
- d. The Unit rate should be quoted in figures as well as words for all the items in the price bid. Wherever there is a difference in the two, the rates in words will be taken as final.
- e. The Price bid should be submitted under the Letter Head (letter pad) of the bidding Agency/ Firm.
- f. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of price bid.

### **SECTION H: BID EVALUATION CRITERIA**

- a. Caterers will be finalized based on their experience, credentials, business turnover, financial strength and stability, contracts executed during the last three years, contracts in hand, capacity to prepare food, managerial abilities, Feedback references, support facilities to execute the order, compliance to statutory regulations, rate quoted for basic menu (i.e. Per student Per day rate), reliability and other relevant factors as considered appropriate by the HAC/ NITT.
- b. If found necessary, the HAC/ NITT or its authorized representative may visit the sites of the bidder to inspect the present contracts to receive on the spot information regarding quality of services provided etc.,
- c. Besides, scrutinizing the documents submitted along with the technical bid, if found necessary the bidder will be interviewed by the Committee to assess the eligibility, capability and suitability of the bidder.



- d. HAC will award the contract to the bidders whose bid has been determined to be the most responsive to the bidding document. View above, the bidders are encouraged to provide as much information and description as possible about their organization, their financial strength, profile of the cooks/ manpower, culinary capacity, client profile along with performance certification by their clients and demonstrated capacity in providing the services. The Committee will determine substantial responsiveness of each proposal with reference to tender specifications.
- e. The evaluation shall be based normally on L 1 basis for the entire scope of work considering the total cost of services. However, Committee does not pledge itself to accept the lowest bid.
- f. With a view to arrive at uniform daily rate for all the students it will be prerogative of the Committee to make negotiation and to work out the splitting of the contract amongst the successful bidders on Parallel Rate Contract basis. The decision of the HAC / NITT will be final in awarding the contract.
- g. Technically qualified bids alone are eligible for opening of price bid. Date of opening of price bids will be decided after technical bids have been opened and evaluated by the Committee.
- h. The bidders whose technical bids are not found acceptable will be advised of the same and their sealed cover containing price bid will not be opened and EMD amount will be returned to them.
- i. **The selected caterers for different messes shall have to provide catering services at the uniform rate as fixed by the HAC / NITT, on Parallel Rate Contract basis.**
- j. The existing Catering Contractors, who are engaged for rendering catering service in the Hostel Messes of NITT, will be assessed based on the current Feedback/ Performance report from the respective messes. Like that of new entrants (i.e., new bidders), existing catering contractors of NITT should also furnish EMD and Tender Fees and comply with all terms and conditions, specifications of this tender document. With a view to ensure neutrality and impartiality in the tendering process, HAC/ NITT will not issue performance certificate in respect of any of the existing contractors. However, they are permitted to include their turnover with NITT, under their Total Turnover.
- k. HAC/ NITT reserves the right to change, modify, add or alter the bidding process including inclusion of additional evaluation criteria for short listing of bidders at later stages.
- l. **If the chief warden, HAC/ NITT arrives a decision that the Daily Mess rate (i.e., rate per student per day) quoted by any of the bidder/ tenderer is too low to serve quantity and quality required by the HAC, such tenders shall be rejected for further consideration. From 1<sup>st</sup> January 2013 onwards HAC has been paying to the existing catering contractors a daily mess rate of Rs.70 for boys and Rs.66 for girls. While fixing the Uniform Daily Mess Rate for the calendar year 2014, the Chief Warden, HAC/ NITT will keep in mind (a) The inflation (b) The revision / changes in taxes, duties and levies and (c) all other factors that may be considered necessary. In fixation of uniform Daily Mess Rate the decision of the Chief Warden is final and conclusive and the said the uniform rate will be declared by the Chief Warden after opening of the price bid.**
- m. The decision of the HAC is final in awarding the contract. HAC reserves the right to negotiate or refloat the tender opened if L1 price is not the lowest acceptable price to HAC / NITT inter-alia, other reasons.

- n. The HAC reserves the right to reject any or all the tenders, wholly or partly or close the tender at any stage prior to award of contract without assigning any reason whatsoever and without any obligation or liability whatsoever.
- o. In the event of bid being accepted, the quotations will be converted into a contract, which will be governed by the terms and conditions given in the tender document.
- p. Canvassing in any form shall make the tender liable for rejection. If a bidder deliberately gives wrong information in his tender or creates conditions favorable for the acceptance of his tender, the HAC reserves the right to reject such tender at any stage.
- q. HAC/ NITT reserves the right to cancel the contract, if a bidder or bidders obtains the contract as a result of Cartel Formation of tendering or by forged methods at any stage.
- r. No NITT employee and/ or their dependants are eligible to submit their offer against this tender. Should the bidder or a contractor has dependent / relative or in the case of partnership firm, any of its partners or dependents of partners employed in NITT, the HAC inviting the tenders should be informed of this fact at the time of submission of the tender failing which tender may be disqualified or if such fact subsequently come to light, the contract may be cancelled.

**SECTION I : DETAILS OF APPROXIMATE NUMBER OF DINNERS IN EACH MESS, TYPE OF KITCHEN AND DINING HALL**

Dining Facility	Number of students	Available facilities
1. Girls Mess (Opal Mess)	950-1050	Equipped with a kitchen and a dining hall of seating capacity around 350 at a time
2. Boys Mess Mega Mess I Ground Floor	750-850	Equipped with a kitchen and a dining hall of seating capacity around 350 at a time
3. Boys Mess Mega Mess I I First Floor	750-850	Equipped with a kitchen and a dining hall of seating capacity around 350 at a time.
4. Boys Mess Mega Mess 2 Ground Floor	750-850	Equipped with a kitchen and a dining hall of seating capacity around 350 at a time.
5. Boys Mess Mega Mess 2 First Floor	750-850	Equipped with a kitchen and a dining hall of seating capacity around 350 at a time.
6. A Mess and B Mess	750-850	Equipped with a kitchen and a dining hall of seating capacity around 250 per mess each at a time.
7. F Mess	400-500	Equipped with a kitchen and a dining hall of seating capacity around 200 at a time.

## SECTION J : Specific and Special terms and conditions of the contract

1.	The Price (i.e., Mess Rate Per day Per student) to be quoted by the bidder against this tender shall be inclusive of cost of rice, groceries, vegetables, raw materials and all other ingredients of good quality, fuel cost, electricity charges, labour cost, conversion cost, loading, unloading, transportations and storage of raw materials, salaries, allowances etc., payable to the workers employed by the caterer and statutory taxes, duties and levies <b>including Service Tax. In nutshell, the rate quoted by the bidder shall be all inclusive, fixed, lump sum rate.</b>
2.	<b>For Girls mess the daily rate will be 5 % lesser than that of boys mess.</b>
3.	Bidders should quote rate for all menus listed in Annexure III a-d, along with rates for extra items.
4.	The Caterer shall also furnish a certificate in every Mess Bill to the effect that amount claimed is inclusive of service tax and dispute, if any arises on that score, will be settled amicably between the caterer and the Service Tax Authorities concerned without involving the HAC/ NITT as a party to the dispute.
5.	The HAC/ NITT shall provide basic facilities such as utensils (other than those specified in serial number 6 below), furniture, refrigerator and other gadgets for carrying out preparation of food and service activities in dining room. These facilities will be under the control of the Caterer and he/she will be responsible for any damage other than usual wear and tear.
6.	Caterers should make their own arrangement for plates, spoons, cups, jugs, tumblers etc.,
7.	The HAC shall provide electricity to the Caterer for the exclusive purpose of running the dining facilities at prevalent tariff of TNEB, applicable for NITT. Electricity will not be allowed to be used for cooking purpose.
8.	The Caterer should be solely responsible for the arrangements of gas refills out of his own resources and its safe custody and usage.
9.	The Caterer shall pay a sum of Rs. 20,000/- per mess towards monthly rent for the premises, Rs. 3000/- per month towards water charges and Rs.2000/- towards hire charges for the kitchen equipments and vessels supplied by the HAC/ NITT.
10.	Utmost attention has to be given to provide wholesome quality dishes and render good acceptable services besides maintaining punctuality in services without any complaint from diners which is equally important
11.	The Caterer shall provide catering services as per the menu prescribed. Basic daily menu (Breakfast, Lunch, Evening snacks, Tea/Coffee and Dinner) to be served by the caterer is given at <b>Annexure III</b> . The HAC/ NITT reserve its right to modify the menu and revise the same at its discretion in consultation with the caterer to suit the availability of seasonal vegetables and their market supply.
12.	Tentative Mess Timings: <ul style="list-style-type: none"> <li>➤ Breakfast: 07.00 – 09.30 Hours;</li> <li>➤ Lunch: 12.00 – 14.30 Hours.</li> <li>➤ Evening Tea : 16.30 – 17.30 Hours.</li> <li>➤ Dinner : 19.00 – 21.30 Hours</li> </ul>
13.	Basic menu is unlimited and special items like sweet, ice cream, fruits etc. are limited. Special vegetarian/ non-vegetarian items are considered as extras and will not form part of basic menu.
14.	The food, raw materials, ingredients etc. are to be of good quality, clean, fresh, nutritious,

	hygienic and edible. No cooked food shall be stored / preserved after meals.
15.	Vegetables used should be fresh and of good quality. Rice of good quality, well cleaned, de-stoned should be used. Standard brand Toor/ Urad Daal / Pulses/ Grams/ Spices are only to be used for cooking. The caterer should procure the required provisions from standard shops. Milk should be of Aavin brand. Rice should be cooked properly. Chapatti should be baked properly and it should be soft. For preparation of curry (i.e., Sabji) each day, the vegetables must be changed. Potatoes mixed with vegetables should not exceed 20%. Fruit served should be of good quality.
16.	The Caterer shall use only branded raw materials and best quality for preparing the food. Procurement of first quality branded groceries, vegetables etc. will be the responsibility of the caterer. Selected branded items are attached in <b>Annexure IV</b> . Brands of other items will be decided by the HAC/ NITT. The members of the Hostel Mess Committee will check all materials brought to the mess as well as cooking practices. In the event of the quality of the food served being poor or not adhering to contractual conditions, the HAC will be free to impose penalty as deemed.
17.	Caterer shall provide light food such as milk, bread, kanji etc., in lieu of meals to the sick student/s during his/their sickness period and no extra charge will be paid for the same.
18.	Caterer or his mess manager is required to remain present in the mess when the food is served in the mess. The weekly menu should be displayed on the notice board.
19.	Initially 700-900 students are proposed to be allotted to every caterer and if the performance of any of the caterer is not satisfactory, students will be permitted to change their mess, in every subsequent month. Minimum strength of 400 will be maintained with that caterer and a strength up to a maximum of 1000 will be allotted to another caterer whose performance is found to be satisfactory by the students. Thus switch over of students from one caterer to another caterer of their choice, every month is to be implemented. If any caterer is left with the minimum strength 400 students consecutively for three months, their contract will be terminated automatically and his strength will be allotted to the another caterer who performs satisfactorily.
20.	The contractor shall maintain a suggestion book for recording the suggestions for improvement. Such suggestions as have the approval of the HAC/ NITT should be forthwith acted upon. The suggestion book should be kept open for inspection of wardens.
21.	Keeping the kitchens, dining halls and mess premises neat, clean and hygienic are the responsibilities of the caterer. Strict adherence of the hygiene of messes and its surrounding is essential. Disposal of waste getting flogged in drainage lines have to be cleared by caterer. Warden's suggestions / actions regarding cleanliness have to be followed and the expenditure will be borne by the caterer. Any violation on the part of caterer is liable for appropriate penal provisions.
22.	The mess utensils are to be cleaned using detergent powder/soap with warm water after every meal.
23.	Caterer shall be solely responsible for cases of incidence of food poisoning and shall bear the complete expenditure arising out of this for medical treatment of the hostel inmates. In addition, penalty may be imposed on the caterer as decided by the HAC / NITT for such incidences. Since the services include food and eatable, the provisions of Prevention of Food Adulteration Act, 1954 are binding on the caterer.
24.	There will be strict check on quality of food. The items of food served will be checked by the Mess Committee constituted by the HAC/ NITT. Such quality audit may be a test audit or random audit.
25.	<b>Billing and Payment:</b> The caterer shall submit the mess bill every month on or before 5 <sup>th</sup> of subsequent month. Upon the submission of the said bill, 80% of the net amount (i.e., after deducting the amount towards rent, electricity, water charges and TDS etc.,) will be

	paid within five days from the date of receipt of the mess bill. The remaining 20% of the monthly mess bill amount will be disbursed based on the performance review by the student diners and HAC. The model feedback form to be collected from diners for performance review and evaluation is given in <b>Annexure V</b> . The Hostel Administration will not provide any advance for any reason whatsoever. In the event of delay of payment due to any query, objection or dispute with regard to any bill or a part thereof, the caterer shall not be entitled to any interest.
26.	While calculating the Monthly Mess Bill amount, in respect of student diners who stay away for more than two days on official assignment of the Institute, (N - 2) formula shall be applied for mess reduction/ rebate, where N is the number of days absent by the student diner.
27.	HAC reserves the right to carry out the post payment Audit and technical examination of the work and final bill including all supporting vouchers, abstracts etc., and enforce recovery of any sum becoming due as a result thereof. However no such recovery shall be enforced after three years of passing the final bill.
28.	<p><b>PENALTY:</b> Failure to supply food in terms of quality, quantity and as per the menu indicated in <b>Annexure -III</b> will attract penalty. For not adhering to contractual conditions, the HAC shall be free to impose penalty as deemed fit on the caterer. Penalty imposed shall be adjusted against payment due to the caterer.</p> <ol style="list-style-type: none"> <li>a. If vegetables kept for use is found to be of poor quality or rotten/ stale/ spoilt/ infected, then a penalty of <b>Rs. 2,000/-</b> for each occasion will be imposed.</li> <li>b. If poor quality of rice is used for preparation of meals, idly and dosa, a penalty of <b>Rs. 3,000/-</b> for each occasion will be imposed.</li> <li>c. Oil once used should not be reused. If reuse of oil is found, penalty of <b>Rs. 2000/-</b> for each occasion would be levied.</li> <li>d. Items like taste enhancers like Aji-no-moto, baking soda, coloring items etc. are banned and they should not be used. If they are found in the kitchen premises penalty of <b>Rs.-2000/-</b> for each occasion will be imposed.</li> <li>e. Kitchen should be kept clean. If it is not kept clean, a penalty of <b>Rs. 2000/-</b> for each occasion will be imposed.</li> <li>f. If there is any deviation in the approved Menu without prior permission from mess committee, a penalty of <b>Rs. 2000/-</b> for each occasion will be imposed.</li> <li>g. If mess Caterer or his representative manager is not present in the mess when the food is served, a penalty of <b>Rs. 2000/-</b> for each occasion will be imposed.</li> <li>h. Insects found in any of the prepared food will invite a penalty of <b>Rs.2,500/-</b></li> <li>i. If food for any meal, gets over or exhausted within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast then a fine of <b>Rs.2,000/-</b> would be imposed on the caterer. The timing for that meal will be extended equivalent to delay time.</li> <li>j. Unavailability of the suggestion book/ complaint register on the counter and/or discouraging the complaint would impose a fine of <b>Rs.1,000/-</b></li> <li>k. Unclean utensils in a day would attract a fine <b>Rs. 2,000/-</b></li> <li>l. If a Mess Committee agrees that certain food was not properly cooked, then a fine of <b>Rs.2,000</b> will be imposed.</li> <li>m. Discrepancy on personal hygiene of workers, dining hall etc., will call a fine of <b>Rs.2,000/-</b></li> <li>n. If the caterer found to have used unbranded / bad / duplicate quality of any mess commodities, a fine of <b>Rs.2,000/-</b> will be imposed for every occasion of such happening.</li> <li>o. Non compliance of the safety norms will invite a fine of <b>Rs.5,000/</b> per offence.</li> <li>p. Presence of unwanted items in food such as blade, glass, metal wires, nails, cockroaches, cigarettes, clothe, rope, soft plastic, etc., will attract a penalty of <b>Rs.5,000/-</b> .</li> </ol>

	<p>q. Misbehavior of the mess worker deployed by the Caterer would result in a fine of <b>Rs.1,000/-</b>.</p> <p>r. If the leftover food and other disposable items are not disposed outside the NITT premises within the same day then a penalty of <b>Rs.2,000/</b> will be imposed.</p> <p>s. For any penalty provisions stated above (i) First violation of the rule implies fine as per the above rules and (ii) Second and subsequent violations of the same rule within 30 days of the previous fine will attract triple the initial amount of fine on the caterer.</p> <p>t. Continuous bad performance (for any two months in a semester) will result in termination of the contract.</p> <p>u. Refer <b>Annexure-V</b> for feedback form to be used by the Student Dinners for Reviewing the Performance of the caterer.</p> <p>v. The Chief Warden or his authorized nominee, HAC/ NITT shall be the Competent Authority with regard to imposition of Penalty. The caterer may appeal to the HAC for reduction/waiver of penalty. The decision of the Chief Warden shall be final and binding.</p> <p>w. <b>If the food quality is not upto the mark and / or insufficient quantity on inspection, 10 to 50% amount of that day will be deducted. On three such occurrences the contract will be liable to be terminated. If a written complaint is received ( a minimum of 10 studnets) on shortage of food for three days in a month, an amount equivalent to 100 students daily rate shall be deducted from the payment.</b></p>
29.	The caterer is required to maintain the details of all his employees / mess workers. This information along with their photographs shall be submitted to the Hostel Office in the format that may be prescribed.
30.	The Caterer shall be responsible for the proper conduct and behavior of the mess workers engaged by him. The caterer along with his workers has to behave politely with hostel residents. If it is found that any worker has misbehaved with any of the hostel inmates /hostel staff, the caterer has to take action as suggested by the HAC/ NITT.
31.	The caterer shall not employ any mess worker whose track record is not good. He should not have involved in any crime / offence / police case.
32.	Staff strength in each category of Mess workers viz., Cooks, Servers, and Helpers deployed by the caterer should be optimum and finalized in consultation with HAC. Experienced Manager with fluency in English should be appointed. <b>For North Indian mess, North Indian cooks should be employed.</b>
33.	Employment of child labour (below the age of 18) is totally prohibited.
34.	The employees of the caterer should wear uniform along with, cap, gloves etc.
35.	The employees cannot reside in the place of work except to the extent necessary for their duty in respect of the functioning of the dining facility. Necessary Permission in writing should be obtained by the caterer for overnight stay of its employees in the mess. In Girls Mess, no male workers should be employed.
36.	All expenses relating to the employment of the mess workers engaged by the Caterer shall be within the scope of the Caterer. The caterer shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss or otherwise terminate their services at any time. The caterer shall be solely responsible for any claim arising out of employment or termination of employment of his mess workers and for statutory payments. The Caterer is solely responsible for the payment of minimum wages for their mess worker as per the Government norms and deductions towards PF and ESI. The record of duty hours and pay structure should be maintained as per rules, for inspection by authorized government personnel and HAC/ NITT and for meeting other statutory and non - statutory benefits/obligations. The caterer shall comply with the provisions of the Factories Act, Contract Labour (regulation and abolition) Act, Workmen Compensation Act, Employees PF Act, Minimum Wages Act, Payment of Wages Act, Payment of Bonus Act and the Rules framed there under or any other Laws and Rules as may be applicable from time to time in respect of the workers engaged by him. The

	caterer when required by the HAC/ NITT shall produce the registers and records for verification and comply with other directives issued by the HAC/ NITT for compliance of the statutory provisions. Thus, the caterer has to follow all labour laws / government laws and all statutory obligations in regard of employing the mess workers. The caterer shall be solely responsible for any dispute / violation of labour laws.
37.	Storage / consumption of any alcoholic drink / liquor are strictly prohibited. The caterer shall not serve any of such substance / drink in mess / hostel. Smoking, consuming tobacco etc. are also prohibited in hostel/mess premises.
38.	The Caterer should execute an agreement in the non-judicial stamp, incorporating the various terms and conditions. The Caterer shall deposit Rs. Rs.2,60,000 (Rupees Two lakh sixty thousand only) as interest free security deposit which shall be refunded after the expiry of the agreement and after adjusting applicable deductions, if any.
39.	On expiry of the agreement, all the equipment/articles/facilities provided to the caterer shall be returned in good condition subject to the allowable wear and tear and no excuses of any nature whatsoever will be entertained for any loss or any damage to the equipment /articles/facilities. In case of any loss or damage, the Caterer will have to replace the lost items / carry out necessary repair, subject to the approval and instructions of the HAC/ NITT.
40.	During vacation time HAC/ NITT will inform the caterer well in advance about the need for providing services. If the students' strength fall below a certain number the rate at which the catering services to be provided to the students will be decided jointly.
41.	Notwithstanding anything contained in the terms and conditions, the HAC/ NITT shall be at liberty to terminate the contract by giving 30 days clear notice ending with the expiry of that month of contract without assigning any reason whatsoever. However, the caterer may terminate his/her contract by giving 60 days clear notice ending with the expiry of the month of contract. In this case he/she will be debarred for participating in further mess tender process of NITT Hostels for 3 years. Subsequent to his/her termination notice 50% of the one month rent will be charged / deducted from the caterer and penalty of Minimum of Rs.20,000/- and maximum of Rs.1 lakh (including the cost of re-tendering) will be levied from his/her security deposit.
42.	It will be the sole responsibility of the bidder alone to execute the entire contract on his own. The caterer should not assign or sublet the contract.
43.	After the award of the contract, the caterer shall be on trial for 3 months, subject to fortnightly review of performance, and the continuance of the contract for the remaining period shall be subject to satisfactory performance during the trial period.
44.	In the case of special event is organized in the Hostel for which food is arranged from another caterer/ restaurant, the students will get a discount corresponding to the food charges for that meal.
45.	In case the caterer fails to operate the contract or comply with any of the contractual obligations, HAC/ NITT reserve the right to get the same done at the caterer's risk and cost by another agency apart from recovery of a penalty.
46.	The Contractor shall be responsible for providing at his own expense for all precautions to prevent loss or damage from any and all risks and to minimize the amount of any such loss or damage and for the necessary steps to be taken for the said purpose.
47.	In case HAC/ NITT be held liable for any loss, damage or compensation to third parties arising by the Caterer, such loss, damage or compensation shall be paid by the Caterer to HAC/ NITT together with the costs incurred by HAC/ NITT on any legal proceedings pertaining thereto.

48.	All necessary personal safety equipments as considered adequate shall be made available by the caterer for use by personnel employed on the site and maintained in a condition suitable for immediate use. The caterer shall take adequate steps to ensure proper use of equipment by those concerned. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/ instruments and firefighting equipment etc., placed at the disposal of the hostel mess. The caterer shall take appropriate safety measures against outbreak of fire and will be held responsible in case of such an incident occurring. Liability / responsibility in case of any fire accident or any other accident causing injury/ death to mess worker/s / inmates or any of his staff shall be of the caterer. The HAC or NITT shall not be responsible in any means in such cases.
49.	Disposal of waste material shall be done by the caterer in accordance with the prevalent rules and regulations.
50.	The contractor will not be permitted to franchise the hostel mess for any other commercial activity outside the scope of student hostels. The Mess Premises should not be used for any other purpose, other than the catering services for Hostel students.
51.	Mess workers and cook should be healthy and medically fit. The Caterer should ensure that all his workers are free from communicable diseases. If any mess worker is found medically unfit, he/she may not be given permission to continue his/her duties and the caterer has to replace him/her immediately without fail.
52.	NITT / HAC will not be liable for any medical attention, injury / loss of life of the mess or any other worker engaged by the contractor in the preparation, transportation of the food items to the Dining Halls and further service as per the contract. A suitable insurance coverage for the staff of caterer shall be arranged by the Contractor at contractor's cost towards compensation of any loss to their workmen as per legal provisions.
53.	In the event of the disputes, differences, claims and questions arising between the parties hereto arising out of this agreement, all such dispute claims shall be referred to Sole Arbitrator appointed by the HAC/ NITT. All legal disputes shall be subject to the jurisdiction of court at Tiruchirappalli.
54.	HAC /NITT reserves the right to review, modify, alter, add and delete any of the terms and conditions of the contract.
55.	<b>It is proposed to award the contract to 6 to 7 caterers. Apart from that, a waiting list of 3 or four caterers will be announced before opening of price bid. In the event of unsatisfactory performance by the successful bidder/s, the contract with them will be terminated and the same will be awarded to the caterers in the waiting list, based on their interse seniority, without going for fresh tender.</b>
56.	<b>One of the successful bidders may be asked to operate a Food Court parallel to their mess and the modalities will be decided after selection of the caterer by the Chief warden, HAC/ NITT.</b>

**Place:**

**Date:**

**Signature of the bidder with Name and seal**

**Name**

**Designation**

**Seal**



## ANNEXURE - I

### APPLICATION FOR TECHNICAL BID

(To be submitted in a separate sealed envelope but to be kept inside a larger size outer envelope)

**Important Note:** (1) Bidders are cautioned that the tabular statement given below is the application format for Technical bid. Hence there should NOT be any indication either in this tabular statement or in the enclosures to this tabular statement regarding Daily Mess Rate/ Rate per Day per student/ Cost/ Price or any other commercial consideration under this contract.

(2) All information called for in this Application format should be furnished against the relevant columns in the format. If the information is furnished in a separate sheet enclosed with the technical bid, this fact should be mentioned against relevant column(s). If any particulars/ query are not applicable in case of the applicant bidder, it should be stated as “Not Applicable”.

Sl. No.	Description	Information
1.	Do you unconditionally agree with all Terms and Conditions stipulated in the Tender Document?	Yes / No
2.	Have you furnished Documentary evidence/ proof in support of compliance with the basic eligibility conditions stipulated in <b>Section C</b> of the tender document	Yes / No
3.	Details of Tender Fees remittance	Amount: Rs.: DD Number : Date : Name of Bank : Payable at :
4.	Details of EMD remittance	Amount: Rs.: DD Number : Date : Name of Bank : Payable at :
5.	Name and Address of the Applicant/ bidder with Telephone/ Fax/ Mobile and Mail ID	
6.	Year of Establishment / Incorporation	

7.	Registration/ Incorporation Particulars (Please attach attested copies of documents of registration/ incorporation of your firm/ Company as required under business law)		
8.	Legal Status of the bidder (In the case of Partnership Firm, authenticated copy of Partnership Deed, in the case of Private or Public Limited Company authenticated copy of Memorandum and Articles of Association and in the case of Proprietary concern, Proprietary Firm Registration Certificate should be enclosed as documentary proof)		
9.	Bio data or Profile containing name, educational qualifications, occupation and postal address of Proprietor / Partners/ Directors/ Managing Director/ Chairman and Managing Director ( please use separate sheet if found necessary)		
10.	Name, designation and Phone number of persons authorized to sign the documents on behalf of the Proprietary concern/ Partnership Firm/ Private or Public Limited company (Please attach Power of Attorney / authorization for signing the document. In the case of Proprietary concern bidder may submit attested copy of the PAN card / Election Commission Card / Passport of the Proprietor and authorized signatory in case of proprietor is not signing the tender document)		
11.	Name and Designation of the Contact Person/ Representative/ Manager of the Agency/ firm/ company with mobile number & email ID		
12.	Annual Turnover during the last three years. (Copy of the Annual Accounts duly certified by the Chartered Accountant to be enclosed)	Year	<b>Annual Turnover of the bidder from Catering Business (Rupees in Lakhs)</b>
		2010-11	
		2011-12	
		2012-13	
13	Average Turnover in last three years from Catering Business	Rs. _____ in lakhs	
14	Are your firm/ company carrying out any other trade/ business in addition to Catering Services? Furnish particulars of other trade/ business carried out.		

15	Total experience (years/ months)	Hostel Mess:
		Intuition/ Industrial Canteen:
		Catering/ Restaurant:
16	Have your firm/ company ever changed its name any time? If yes, provide the previous name and the reasons there for?	
17	Were the company /firm ever required to suspend catering services for a period of more than six months continuously after you commenced the catering services? If yes, state the reasons.	
18	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.	
19	Income Tax Permanent Account Number (Copy of PAN Card to be enclosed)	
20	Income Tax Assessment Completion Certificates/ Assessment Orders for the financial years 2010-11, 2011-12 and 2012-13 (In the event of assessment of the years indicated having not been completed the certificate of the latest assessment completed may be enclosed and the reasons for non completion of the assessment for the required years may be indicated)	
21	Have you registered under Employees State Insurance Corporation Act (ESI) Act? If so, enclose copy of the registration certificate. Also provide a copy of latest remittance made by your agency/ firm/ company	
22	Copy of the statement of returns, <b>if any</b> , filed with ESI for the financial year 2012-13	
23	Have you registered Under Employees Provident Fund (EPF) and Miscellaneous Provisions Act? If so, enclose copy of the registration certificate. Also provide a copy of the latest remittance made by your firm towards EPF.	
24	Copy of the statement of returns, <b>if any</b> , filed with EPFO for the financial year 2012-13	
25	Service Tax Registration Number (Proof to be attached).	
26	Copy of Service Tax Returns for the last three years i.e., 2010-11, 2011-12 and 2012-13 alongwith proof of payment of service tax during the said three years.	
27	VAT TIN (Proof to be attached)	

28	CST Number (Proof to be attached)					
29	Name and address of your banker					
30	Bidders Solvency (Original certificate for an amount of Rs.25 lakhs from the banker to be enclosed)					
31	Brief details of Litigations, if any, connected with Catering work, Current or during the last three years, the opposite party and the disputed amount.					
32	Specify whether there are any issues / disputes against your agency/ firm/ company before the commissioner of Provident Fund, Employees State Insurance, Labour Tribunal Authorities, etc.,					
33	Give details of Termination of previous contract, <b>if any</b>					
34	Give information, if any, regarding the proceeding for bankruptcy, insolvency or winding up in which the bidder <b>is / was</b> involved					
35	Number of cooks, servers, cleaners, supervisors proposed to be deployed by the bidder for the proposed catering strength of 600 to 900 students at NITT Mess					
36	Details of <b>ONGOING</b> Contracts: The following should be enclosed: (a) Work Orders and Contract/ Agreement copies (b) TDS Certificates issued by the Client comprising of gross bill values for the works done by the caterer (c) Attach separate sheet for each job/ work (d) <b>Attach Annexure IV wherein General format is prescribed</b>					
	Serial No.	Name and address of the client organization with name, address, mobile number and Email ID of the Officer to whom reference may be made.	Nature or type of work undertaken (viz., Hostel Mess, Industrial or Institutional Canteen)	Work order Value (Rs. )	Number of Diners	Period of contract From To

37	Details of <b>COMPLETED CONTRACTS</b> during the last three Years: (a) Order Copy, Contract/ Agreement copy should be enclosed. If required, please attach extra sheets. (b) TDS Certificates issued by the Client comprising of gross bill values for the works done by the caterer (c) Attach separate sheet for each job/ work						
	S No.	Name and address of the client organization with name, address, cell number and E Mail ID of the Officer to whom reference may be made.	Nature or type of work undertaken (viz., Hostel Mess, Industrial or Institutional Canteen etc.,)	Work order Value (Rs. )	Number of Diners	Period of contract	
						From	To
38	Any other information, document which may help HAC/ NITT in assessing your capabilities, may be enclosed .The bidder may add any further information that he considers relevant for the evaluation of their bid. The bidder may attach catalogue and other annexure that would help in providing quality food and services.						
39	Details of quality certifications, if any, obtained viz., ISO 9001-2000, HACCP etc., (Proof to be attached)						
40	Details of Awards, if any received or Reviews in the Media, if any						
41	In the event of selection and award of the contract, please indicate your order of preference to the following:						
	<b>Menu items</b>		<b>Order of preference (say 1,2,3,4)</b>				
	South Indian						
	North Indian						
	Common Menu boys						
	Common Menu girls						

**Note:**

1. All the documents enclosed to the Technical Bid should be arranged and submitted in the same serial order as they appear on the Technical Bid.
2. All the pages of tender documents must be numbered, duly signed and stamped by the bidder. If an individual or a proprietor of a firm is a signatory, he / she should sign above the full type written name and current address. In case of partnership firm, all the partners of the firm or a partner holding power of attorney for the firm ( a certified copy of the power of attorney should accompany the documents) should sign. In both the cases, a certified copy of the partnership deed and current address of all the partners of the firm should be furnished. In case of limited company or a corporation, the documents shall be signed by a duly authorized person holding power of attorney for signing the documents, accompanied by copies of the power of attorney and the Memorandum and Articles of Association duly attested by a Notary Public.

**Declaration:**

- ✓ I/ we hereby certify that the information furnished in this tender document is complete and correct to the best of my knowledge.
- ✓ I/ we understand that furnishing of false information could result in disqualifying for the award of the contract.
- ✓ I/ We have submitted the requisite solvency certificate and authorize the Chief Warden, HAC/ NITT to approach the Bank issuing the solvency certificate to confirm the correctness thereof.
- ✓ I/ We also authorize the HAC or its authorized representative to approach individuals, employers, firms and corporation to visit the works completed by us in the past or are in progress at present, to verify the competence and general reputation.
- ✓ I/ We do hereby offer to perform and execute the catering contract in conformity with terms and conditions of the contract.
- ✓ I / We agree that the acceptance of any tender shall be at the sole and absolute discretion of the HAC/NIT, Trichirappalli and they do not bind themselves to accept the lowest tender or any tender and may reject any or all tenders received.

**Place:**

**Signature of the bidder with Name and seal**

**Date:**

**Name**

**Designation**

**Seal**

## ANNEXURE - II

### APPLICATION FOR PRICE BID

(To be submitted in a separate sealed envelope but to be kept inside the Larger size outer envelope)

**To be submitted under the letter head of the bidder**

To

**The Chief Warden**

Hostel Administration Committee

National Institute of Technology,

Tiruchirappalli-15

Sir,

In response to the Tender notification Number: HAC/ NITT/OS/CC/ 2013-14/7 dated: 9/11/2013 we are submitting the price bid as below:

S. No	Type of Menu	Rate (in Rs.)* Per Student per day
1	<b>South Indian Menu</b> As per Annexure III a	Rs.____ (in words)
2	<b>North Indian Menu</b> As per Annexure III b	Rs.____ (in words)
3	<b>Common Menu for Boys</b> As per Annexure III c	Rs.____ (in words)
4	<b>Common Menu for Girls</b> As per Annexure III d	Rs.____ (in words)

**Note:** *The Rate Quoted by The Bidder Per Day Per Student Shall Be Inclusive of All Taxes, Duties And Levies of State Government/ Central Government and Local Bodies. HAC/ NITT will not be responsible for any change in the tax rate during the contract period.*

I/ we hereby agree to provide catering services as per the terms and conditions of the contract at the parallel rate contract rate as would be decided by the HAC/ NITT and the rate shall be valid at least for a period of 12 months.

**Place:**

**Signature of the bidder with Name and seal**

**Date:**

**Name**

**Designation**

**Seal**

## RATE FOR EXTRAS

(This quote will not be considered for deciding the award of contract)

S.No	Item	Quantity	Rate (in Rs.)
	Night Milk	150 ml	
	Cornflakes	30gm with 100 ml milk	
<b>Vegetarian Extras</b>			
	Baby corn masala	150 gm	
	Panner butter masala	150 gm	
	Mashroom Masala	150 gm	
	Chilli Panner	150 gm	
	Meal Maker Masala	150 gm	
	Allo Gobi	150 gm	
	French Fries	150 gm	
<b>Non -Vegetarian Extras</b>			
	Single Omelet	1 no	
	Egg Masala	1 no	
	Boiled Egg	1 no	
	Scrambled Egg	1 no	
	Chicken 65	150 gm	
	Chicken Masala	150 gm	
	Chittinadu Chicken	150 gm	
	Ginger Chicken	150 gm	
	Pepper Chicken	150 gm	
	Chilli Chicken	150 gm	
	Garlic Chicken	150 gm	
	Chicken Briyani	300 gm Basmati rice+ 100 gm Chicken	
	Fish Fry	200 gm	
	Prawn Masala	150 gm	
	Mutton Briyani	300 gm Seraga Samba rice+ 150 gm Mutton	
	Mutton Chukka	150 gm	
<b>Sweets</b>			
	Gulab Jamoon	50 gm / 2 pieces	
	Rasagula	50 gm / 2 pieces	
	Basanthi	75 ml	
	Rasamalai	75 ml	



### Annexure III (REVISED)

#### A : INDICATIVE SOUTH INDIAN MENU

	Breakfast	Lunch	Snacks	Dinner
<b>Monday</b>	Pongal, Medhu Vada(2), Sambar, Coconut Chutney, Toasted Bread (4 nos), Butter, Jam, Tea/Coffee, Milk	Chapatti, Veg Khurma, Plain Rice, Potato Fry /Beans Cury, Sambar, Appalam, Rasam, Curd, Veg Salad, Lemon Juice, Pickles, Sugar, Salt	sprouts, Tea/Coffee, Milk	Idly, Tomato Chutney, Sambar, Plain rice, Veg curry, Butter Milk, Banana
<b>Tuesday</b>	Ghee/Podi/Rava Dosa, Onion Chutney, Sambar, Bread, Butter, Jam, Tea/Coffee, Milk	Mint Chapatti, Alu Gobi Masala, Vathakolambu, Cabbage Dry, Plain Rice, Rasam, Curd, Lemon Juice, Appalam Pickles, Sugar, Salt	Big Samosa (1), Tomato Sauce, Tea/Coffee, Milk	Fulka, Coconut Rice, Paneer Butter Masala, Curd Rice, Ice Cream, Butter Milk, Banana
<b>Wednesday</b>	Idly, Vadacurry, Tomato/Coconut Chutney, Toasted Bread (4 nos), Butter, Jam, Tea/Coffee, Milk	Fulka, Chana Masala, Plain Rice, Dry Ladies Finger Fry, Sambar, Appalam, Rasam, Curd, Lemon Juice, Pickles, Sugar, Salt	Medhu Vada(2), Coconut Chutney, Tea/Coffee, Milk	Tomato/Mint Rice, Chapatti, Alu Fry, Meal Maker Masala, Curd Rice, Gulab Jamun, Butter Milk
<b>Thursday</b>	Oothappam, Mysore/Mint Chutney, Sambar, Bread, Butter, Jam, Tea/Coffee, Milk	Rice, Chapatti, Rajma Masala, Gobi Fry/Carrot Peas Cury, Morkolambu, Milaikai Vathal, Appalam, Curd, Lemon Juice, Sugar, Salt	Onion Pakoda, Tea/Coffee, Milk	Dosa, Chutney, Sambar, Curd Rice, pickle, Sweet Keseri, Banana
<b>Friday</b>	Masala Dosai, Coconut/Groundnut Chutney, Sambar, Bread, Butter, Jam, Tea/Coffee, Milk	Fulka, Paneer Butter Masala, Plain Rice, beet root Curry, Sambar(Mulangi), Veg Salad, Appalam, Payasam, Parappu Thovaiyal, Curd, Lemon Juice, Sugar, Salt	Vazhaka/Onion Bhajji(2), Coconut chutney, Tea/Coffee, Milk	Fulka, Veg Pulav(Peas, Carrot), Dhal Makhani, Seasonal Fruit, Gobi Manchurian, Butter Milk
<b>Saturday</b>	Poori, Potato Masala, Toasted Bread, Butter, Jam, Tea/Coffee, Milk	Rice, Chapatti, Palak Sag, Mixed Veg Aviyal, Potato Fry, Vathakolambu, Appalam, Curd, Lemon Juice, Pickles, Sugar, Salt	Cutlet(2)/Bonda(2), Tomato Sauce, Tea/Coffee, Milk	Idly, Coconut/Tomato Chutney, Sambar, Rice, Veg Curry, Appalam Fruit Salad, Butter Milk
<b>Sunday</b>	Gobi/Alu Paratha, Kitchidi, Veg Khurma, Coconut Chutney, Bread, Butter, Jam, Tea/Coffee, Milk	Chapatti, Veg Biryani, dhal, Gobi 65, Potato Chips, Onion Cucumber Raita, Curd Rice, Lemon Juice, Pickles, Sugar, Salt	Paruppu Vadai(2), Tea/Coffee, Milk	Dosai, Veg Khurma /Sambar, Curd Rice, pickle Butter Milk, Banana

- Note:
1. Veg Salad should consist of the mixture of onion, cucumber, tomato, cabbage, lemon etc.
  2. Milk to be served during dinner time at extra cost on all days.
  3. Boiled egg to be served at extra cost on all days.

## B : INDICATIVE NORTH INDIAN MENU

	<b>Breakfast</b>	<b>Lunch</b>	<b>Snacks</b>	<b>Dinner</b>
<b>Monday</b>	Idly, Medhu Vada(2), Sambar, Coconut Chutney, Bread, Butter, Jam, Tea/Coffee, Milk	Chapatti, Chana Dal, Dry Ladies Finger Masala, Plain Rice, Salad, Papad, Curd, Lemon Juice, Pickles, Sugar, Salt	Big Samosa(1), Sauce, Tea/Coffee, Milk	Fulka, Kadhai Paneer, Jeera Rice, Punjabi Dal, Ice-Cream(1), Papad, Pickles, Butter Milk
<b>Tuesday</b>	Poha, Lassi, Toasted Bread, Butter, Jam, Tea/Coffee, Milk	Fulka, Lauki Dry, Moong Dal, Plain Rice, Salad, Papad, Curd, Lemon Juice, Pickles, Sugar, Salt	Noodles/ Onion Pakora, Sauce/Chutney, Tea/Coffee, Milk	Chapatti, Chana Masala, Palak/Methi Sag, Chana Dal, Palao, Rajasthani Papad, Salad, Pickles
<b>Wednesday</b>	Gobi Paratha/ Sattu Paratha, Dhaniya Chana Chutney, Bread, Butter, Jam, Tea/Coffee, Milk	Fulka, Nutrela Alu Gravy, Punjabi Dal, Veg Biryani, Raita, Papad, Curd, Lemon Juice, Pickles, Sugar, Salt	Alu Pakora(2)/ Mixture, Sauce, Tea/Coffee, Milk	Fulka, Chilli Paneer, Chana Dal, Plain Rice, Mixed Fruits, Salad, Papad, Pickles
<b>Thursday</b>	Masala Dosa/ Rawa Dosa, Sambar, Coconut Chutney, Toasted Bread, Butter, Jam, Tea/Coffee, Milk	Fulka, Palak/Methi Sag, Rajma Gravy, Chana Dal, Plain Rice, Salad, Papad, Curd, Lemon Juice, Pickles, Sugar, Salt	Medhu Vada(2), Coconut Chutney, Tea/Coffee, Milk	Fulka, Gobi Manchurian Dry, Lauki Kofta, Punjabi Dal, Plain Rice, Salad, Papad, Banana, Pickles
<b>Friday</b>	Kachouri, Small Chana Masala, Dhaniya Chana Chutney, Bread, Butter, Jam, Tea/Coffee, Milk	Fulka, Soyabean Masala, Chana Dal, Palao, Salad, Papad, Curd, Lemon Juice, Pickles, Sugar, Salt	Mixture, Tea/Coffee, Milk	Fulka, Simla Mirch Tomato Alu Masala/ Alu Dam, Chana Dal, Seasonal Fruit, Salad, Papad, Pickles
<b>Saturday</b>	Chola Bhatura, Bread, Butter, Jam, Tea/Coffee, Milk	Fulka, Alu Cabbage Tomato Dry, Chana Dal, Plain Rice, Salad, Papad, Curd, Lemon Juice, Pickles, Sugar, Salt	Bread Pakora, Tea/Coffee, Milk	Oil Paratha, Alu Jeera Dry, Punjabi Dal, Plain Rice, Gulab Jamun, Salad, Papad, Banana, Pickles
<b>Sunday</b>	Alu Paratha, Curd, Dhaniya Chana Chutney, Pickles, Bread, Butter, Jam, Tea/Coffee, Milk	Chappathi, Alu Gobi Masala, Besan Pakora Kadhi, Plain Rice, Salad, Papad, Curd, Lemon Juice, Pickles, Sugar, Salt	Cutlet(2), Tea/Coffee, Milk	Poori, Chana Masala, Jeera Rice, Kheer, Banana, Salad, Papad, Pickles

- Note:
1. Salad should consist of the mixture of onion, cucumber, tomato, cabbage, lemon etc.
  2. Milk to be served during dinner time at extra cost on all days.
  3. Boiled egg to be served at extra cost on all days.

### C: Indicative Common Menu for Boys

DAYS	BREAKFAST	LUNCH	SNACKS	DINNER
Monday	Pongal/Upuma, Medhu Vadai(2 Nos.), Sambar, Coconut Chutney, Bread, Butter Jam, Coffee/Tea, Milk	Fulka, Peas Masala, Dry Ladies finger fry, Plain rice, sambar, Rasam, Curd, Appalam, Pickles	Bhelpuri, Tea/ Coffee, Milk	Chappathi, Dhal, Alu kurma, Bisibelabaath, Onion-Raitha, Fruit salad (1 cup), Ice-Cream, Potato chips, Pickles, Butter Milk
Tuesday	Dosai, Sambar, Tomato Chutney, Bread, Butter Jam, Coffee/Tea, Milk	Chappathi, Dry Alu Gobi masala, Plain rice, Kara Kuzhambu, Rasam, Curd, Appalam, Pickles, Carrot & Peas Avial	Bajji (2 Nos.) Coconut chutney, Tea/Coffee, Milk	Chappathi, Malai Kofta, Veg. Poriyal, Plain Rice, Tomato Rasam, Butter Milk, Banana, Pickles
Wednesday	Onion oothappam, Pudina Chutney, Bread, Butter Jam, Coffee/Tea, Milk	Chappathi, Dhal Fry, Beet-Root Channa, Plain rice, Sambar, Rasam, Curd, Appalam, Pickles	Onion Bajji (2 Nos.), Tea/ Coffee, Milk	Chappathi, Mutter pannier (2cups), Puliogare, Curd Rice, Banana, Pickles, Appalam, Butter Milk
Thursday	Masala dosai, Ground Nut Chutney, Bread Bajji, Butter Jam, Coffee/Tea, Milk	Chappathi, Dhal palak, Alu Lajawab, Plain rice, Morkozhambu, Rasam, Curd, Appalam, Pickles	Potato Bonda (2 Nos.), Coconut Chutney, Tea/ Coffee, Milk	Chappathi, Veg Butter Masala, Dry Gobi Manchurian, Plain Rice, Sambar, Pepper Rasam, Butter Milk, Banana, Pickles
Friday	Idly, Sambar, Mint Chutney, Bread, Butter Jam, Medhu vadai (2), Coffee/Tea, Milk	Chappathi, Soya Beans Rajma masala, Plain rice, Vethakozhambu, Rasam, Curd, Appalam, Pickles, Vaazhakaporiyal	Medhu vadai (2 Nos.) Coconut chutney, Tea/ Coffee, Milk	Chappathi, Aloo Gobi Masala, Vegetable Curry, Plain Rice, Lemon Rasam, Banana, Pickles, Butter Milk
Saturday	Poori, Alu Sabji/Channa masala, Bread, Butter Jam, Coffee/Tea, Milk	Fulka, Dhal Punjabi, Mix-Veg Aviyal, Plain rice, Sambar, Rasam, Curd, Appalam, Pickles	Big size Samosa (2 Nos.), Tomato Sauce, Tea/ Coffee, Milk	Pav Bhaji, Curd Rice, Lemon Rice, Potato chips, Banana, Pickles, Butter Milk
Sunday	Alu Parota(4 Nos.), Curd, Pickles, Bread, Butter Jam, Coffee/Tea, Milk	Chappathi, Dhal, Panner butter masala (1 cup), Sweet (Kesari/ Payasam), Plain rice, Sambar, Rasam, Curd, Appalam, Pickles, Cabbage Poriyal	Veg Cutlet (2 Nos.), Tomato Sauce, Tea/ Coffee, Milk	Battura, Chole, Plain Rice, Sambar, Lemon Rasam, Vegetable Curry, Butter Milk, Banana, Pickles

**Note :** 1. Varieties of Jam and Pickles should be served on all days.

2. Lime juice to be served during lunch on all days.
3. Egg to be served at extra cost on all days.
4. Milk to be served in the night at extra cost on all days.

### D: Indicative Common Menu for Girls

DAYS	BREAKFAST	LUNCH	SNACKS	DINNER
Monday	Idli, Sambar, Vadai, Tomato chutney, Bread, Butter, Jam, Tea, Coffee, Milk	Roti, Bengal Gram dhal, Rice, Sambar, Rasam, Greens, Curd, Appalam, Pickle, Lime Juice	Veg Bonda/ Mysore Bonda, Tea, Coffee, Milk	Chapati, Paneer Mutter/ Malai kofta Masala, Tomato Rice, Raita, Curd Rice, Pickle, Sweet
Tuesday	Aloo Paratha, Raita, Pickle, Bread, Butter, Jam, Tea, Coffee, Milk	Chapati, Sprouted dhal, Rice, Karakolambu, Rasam, Red Pumpkin/Aviyal, Curd, Vathal/Potato Chips, Pickle, Lime Juice	Masala Vadai/ Onion pakoda, Tea, Coffee, Milk	Roti, Chenna Masala, Dhal Ghee Rice, Curd Rice, Pickle, Fruit salad + VEG EXTRAS
Wednesday	Semiya kichdi, Upma, Chutney, Bread Bhaaji, Butter, Jam, Tea, Coffee, Milk	Roti, Mixed dhal, Rice, Sambar, Rasam, Mixed Poriyal/ Bhindi Poriyal, Curd, Appalam, Pickle, Lime Juice	Samosa, Sauce/ Green Chutney, Tea, Coffee, Milk	Chapati, Peas/Aloo Kurma, Rice, Veg. Kootu, Rasam, Buttermilk, Pickle, Banana + NON VEG EXTRAS
Thursday	Onion Oothappam, Mint Chutney, Sambar, Bread, Butter, Jam, Tea, Coffee, Milk	Chapati, Veg Kurma/ Peas Masala, Rice, Masala Sambar, Rasam, Beetroot Poriyal, Curd, Appalam, Pickle, Lime Juice	Paav Bhaaji, Tea, Coffee, Milk	Roti, Aloo Curry, Rice, Sambar, Carrot-Beans Poriyal, Buttermilk, Pickle, Banana + VEG EXTRAS
Friday	Poori, Aloo/Chenna masala, Toasted Bread, Butter, Jam, Tea, Coffee, Milk	Roti, Palak Paneer, Rice, Sambar, Rasam, Salad, Curd, Appalam, Pickle, Lime Juice	Bread Samosa, Sauce/ Imli chutney, Tea, Coffee, Milk	Chapati, Bhindi Masala, Rice, Gobi Manchurian/Gobi 65, Sambar, Buttermilk, Pickle, Banana
Saturday	Dosa, Malli Chutney, Sambar, Bread, Butter, Jam, Tea, Coffee, Milk	Chapati, Bottle Gourd Gravy, Rice, Pulikolambu, Rasam, Cabbage Poriyal/Snake Gourd kootu, Curd, Appalam, Pickle, Lime Juice	Chenna/Peas / Bengal Gram Dhal Sundal, Tea, Coffee, Milk	Parotta, Veg Kurma, Rice, Sambar, Rasam, Appalam, Pickle, Ice cream
Sunday	Pongal, Vadai, Chutney, Toasted Bread, Butter, Jam, Tea, Coffee, Milk	Roti, Rajma, Rice, Morekozhambu, Rasam, Karamani-Aloo curry, Curd, Appalam, Pickle, Lime Juice NON VEG EXTRAS	Veg. Cutlet, Sauce, Tea, Coffee, Milk	Masal Dosa/ Dosa with Hot chutney, Rice, Sambar, Rasam, Veg. Kootu, Pickle, Banana

- Note :**
1. Varieties of Jam and Pickles should be served on all days.
  2. Lime juice to be served during lunch on all days.
  3. Egg to be served at extra cost on all days.
  4. Milk to be served in the night at extra cost on all days.

## Annexure -IV: Selected Branded Items to be used

**(This annexure should be attached with the technical with signature and seal of the bidder)**

Name of the ingredient	Brand Permitted to be used for Cooking
1. RICE	Par boiled rice – Tamil Nadu Ponni
2. ATTA/ WHEAT	Aashirvad/ Pillsbury/ Annapurna
3. MAIDA	Rockfort/ Naga
4. SALT	Tata / Anna Purna/ Nature Fresh/ Kristal for all purposes
5. BUTTER	Amul/ Avain
6. JAM	Kissan / <b>Frutoman</b>
7. OIL	Sundrop, Nature Fresh, Godrej, saffola, Gold winner, <b>Mr. Gold, Rice bran oil</b>
8. ICE CREAM	Arun/ Amul/ Kwaliti walls (in different flavours)
9. MILK	Aavin milk alone should be used for all purposes (higher fat content)
10. TEA	Brook Bond, Lipton, Tata, Chakra Gold
11. COFFEE	Nescafe/ Bru/ Green label
12. KETCHUP	Maggi/ Kissan/ <b>Ohm</b>
13. GHEE	Aavin
14. PICKLE	Priya/ Mothers /Ruchi/ Sakthi/ Aachi
15. BREAD	Any Standard Brand
16. CHIPS	Potato
17. DAL	Good quality, clean, fresh and stone/ dust free any standard brand
18. PAPAD	Large size
19. Curd	Aavin milk (3%fat undiluted milk)
20. Chicken	Suguna , <b>vendrop, godrej</b>

**Signature and Seal**

## ANNEXURE -V

### Model Feedback form to be collected from Student Diners for Performance Evaluation of caterers

As per Section J serial Number 25, the balance 20% of the monthly bill amount will be disbursed based on the performance review by the student diners and Hostel Administration Committee.

Sl . No.	Questionnaire	Ranking (Evaluation on 5 point scale)	Scale
1.	Quality of the food served		<b>Very Good : 5</b> <b>Good : 4</b> <b>Average : 3</b> <b>Bad : 2</b> <b>Very Bad : 1</b>
2.	Quantity of the food served		
3.	Cleanliness and Hygiene		
4.	Catering service		
5.	Punctuality		

\*\* Based on the average score obtained in the review, the following deductions shall be done in the 20% of the monthly bill amount to be settled to the caterers.

Sl. No.	Average Score	Deductions from the 20% of the monthly bill amount
1.	20 – 25	Nil
2.	15 – 19	10 %
3.	10 – 14	30%
4.	Below 10	50%

I / We agree to the above terms and conditions.

SIGNATURE OF THE BIDDER WITH NAME &  
SEAL

## Annexure VI

### In respect of ongoing contracts General Format for Performance certification to be obtained from the clients:

Name of the client Organization:

Address:

Name and Designation of the Official furnishing this certification:

Contact Number and Mail ID of the official furnishing this certification:

Period of the Contract and Number of dinners:

Daily Rate (Per Dinner Per day rate):

**Please tick numerical – five marks being the maximum score**

		1	2	3	4	5	Remarks/ Justification
1.	Is the service of the catering contractor is prompt/ punctual and as required by the Administration?						
2.	Are the kitchen workers are skillful and well-mannered to the students/ dinners?						
3.	Is Compliance to the Statutory obligations such as PF, ESI remittance by the catering contract, prompt?						
4.	Were there any removals of any of the kitchen / mess staff on the ground of indiscipline, negligence, criminal charges, mishap etc.,						
5.	Quality of food served						
6.	Quantity of food served						
7.	Any record of accidents/ mishap						
8.	Health, hygiene and proper cleanliness and any service disruption						
9.	Any complaints from students / dinners regarding poor service						
10.	Whether the staff / Manager is proficient in their respective work						
11.	Total Marks scored by the caterer						

Signature:

Name:

Designation:

Seal of the organization:

**CHECKLIST & IMPORTANT DATES**  
(For the use of the bidders only)

Serial Number	To be checked before submitting the bid	Remarks
1.	Whether documents in support of meeting the eligibility conditions stipulated in <b>Section C</b> of Tender document (i.e., proof for experience in similar nature of work, annual turnover, performance certification and financial solvency have been enclosed with Technical bid)	
2.	Whether <b>two separate demand drafts</b> towards Tender Fees and EMD amount have been kept inside a separate envelope and the said envelope super scribed, as per the instructions given in <b>Section E and Section F</b> of the tender document.	
3.	Whether the Application for Technical Bid is submitted in the Application prescribed in <b>Annexure I</b> of the Tender document.	
4.	Whether duly filled in Technical Bid Application (i.e., Annexure ONE to the tender document) is kept on top of the Technical Bid and whether the following documents have been enclosed with the Technical Bid: <ul style="list-style-type: none"> <li>i. Registration/ Incorporation details of the bidding firm/Agency/ Company</li> <li>ii. Documents in support of Legal Status of the Bidder</li> <li>iii. Bio data/ profile of the Proprietor/ Partners/ Directors</li> <li>iv. Authorization / Power of attorney for signing the tender document</li> <li>v. Audited Annual Accounts, Income Tax Return and assessment orders for the three years i.e., 2010-11, 2011-12 and 2012-13</li> <li>vi. PAN/ VAT/ Service Tax / ESI/ EPF details/ documents</li> <li>vii. Original Solvency Certificate from a bank for Rs.25 lakhs</li> <li>viii. Details of completed contracts in the prescribed format during the last three years along with proof</li> <li>ix. Details of ongoing contracts in the prescribed format along with proof</li> <li>x. All other information/ details/ supporting documents/ proof desired in the Tender document</li> </ul>	
5.	Whether Technical Bid and all the required enclosures to the Technical Bid are serially numbered and over writing/ erasures, if any, in the technical bid duly been initialed/ endorsed and signed?	
6.	Whether an <b>Index or Table of Content</b> of all enclosures to the Technical bid has been prepared and attached with the Technical bid, to facilitate quick reference?	
7.	Whether Application for Technical Bid (i.e., Annexure I to the tender document) along with required enclosures are kept inside a <b>separate envelope</b> and the said envelope is super scribed as per the instructions given in <b>Section E</b> of the tender	



	document?	
<b>8.</b>	Whether the Price Bid is submitted in the Application Prescribed in the <b>Annexure II</b> of the Tender document	
<b>9.</b>	Whether the Price bid has been submitted under the Letter Head of the bidding firm/ company/ agency?	
<b>10.</b>	Whether Application for Price Bid (i.e., Annexure I to the tender document) has been kept inside a separate envelope and the said envelope is super scribed as per the instructions given in <b>Section E</b> of the tender document	
<b>11.</b>	Whether the <b>three separate envelopes</b> containing (a) Tender Fees + EMD amount (b) Technical bid and (c) Price bid are placed/ wrapped in a Larger size Outer Envelope and the Outer envelope is sealed and super scribed as instructed in <b>Section E</b> of this tender document?	
<b>12.</b>	<b>Whether all the FOUR envelopes</b> are properly sealed and bear the name and complete address of the bidder?	
<b>13.</b>	<b>Important dates</b>	
	Tender Notification date and time	9/11/2013
	Pre bid conference date and time:	27/11/2013
	Last date for submission of tender.	11/12/2013 up to 3.00 pm
	Date of opening of Technical Bid.	11/12/2013 at 3.30 pm
<b>15.</b>	<b>Whether Minutes of the Pre Bid conference notified by the HAC in the Institute website has been read by the bidder/s?</b>	