

**ASSAM UNIVERSITY:SILCHAR
EXPRESSION OF INTEREST**

No. AU/ES/HOSTEL-17/2013

Dated 23RD June /2015

EOI application are invited from experienced and financially sound contractors/caterers having experience in the field of catering in govt. Organisation/PSUs/Educational Institution etc. for the works as detailed below:

Sl.No.	Name of Work	Total Boarders	EMD (only successful bidder	Last date of submission	Opening of EOI	
1.	Catering for Hostels	56 Boarders	Rs. 25,000.00	Upto 2 PM 30-06-2015	30-06-2015 (03-00 PM)	

Forms can be downloaded from AUS website & submitted in Estate Section on all working days between 11 A.M. Dated 23-06-2015 to 2 P.M. dated 30-06-2015

Sd/- Registrar

EXPRESSION OF INTEREST

PROVIDING CATERING SERVICES TO BOYS HOSTEL OF ASSAM UNIVERSITY

Assam University is in the process of selection of catering contractors for the mess in the Boys Hostel. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

1. Catering contract to the Hostel mess terms and conditions along with responsibilities of contractor.
2. Application for catering service for Hostels
3. Rules pertaining to the daily functioning of the hostel mess
4. Penalties for violation of rules

In case you are interested in the above contract you may submit your bid as per format provided in sealed envelope.

Super scribing "EOI for Catering in Hostel" should reach the Office of Assistant Registrar, Estate, Administrative Building, Assam University, Silchar -788011 on or before 30-06-2015 within 2-00 PM. If your rate is accepted/found suitable, you will be called to explain the various pros & cons of contract.

CATERING CONTRACT – TERMS & CONDITIONS

We are in the process of selecting catering contractor(s) for the Hostels of Assam University in Silchar campus. The available facility for hostels of a kitchen and a dining hall of hostel only with other important terms and conditions are listed below for convenience:

1. The contract Agreement would be for a period of two years and may thereafter be renewed on year to year basis for a further period of two years subject to satisfactory performance and on mutual agreement. However, in case of serious deterioration in the quality of food or violation of terms and conditions, the agreement may be terminated before completion of the period of contract.
2. The catering contractor will pay rent, Electricity charges and Water Charges.
3. For hostel electricity shall be provided free of cost. However, the contractor or his employees shall not use electric appliances like electric iron, room heater and similar type of high electricity consuming gadgets water shall be provided free of cost, but contractor should ensure proper economy in utilization of water.
4. The precise menu would be determined by the Mess Committee of the respective hostels/authorised committee for Guest House and Canteen. However, a general outline is provided in the subsequent sections of this document.
5. The approximate strength of mess members is as follows:

LADIES HOSTEL	EXPECTED STUDENTS' STRENGTH
Boys Hostel No. III	56

6. The contract for the canteen may be awarded to the caterers, depending on the experience, past performances etc.
7. Civil and electrical works will be attended to by the University Authority.
8. Providing of kitchen equipments, Gas (industrial Cylinder), cooking utensils, crockery, cutlery etc. will be the sole responsibility of the contractor.
9. Cleaning of the premises, utensils, cutlery and crockery, kitchen and other equipment, furniture and consumables are the responsibility of the contractor.
10. The University Hostel authorities would reserve the right to check the cleanliness of the premises of the kitchen and dining shall as well the quality of the food.
11. The contractor or his/her representative shall attend all meetings of the hostel mess committee, failing which he shall not have any complain against the decision of the meeting.
12. In the event of award of the contract, the contractor should abide by the Labour Laws so far as the employment of the different staff is concerned.
13. It is the sole responsibility of the contractor to collect appropriate mess dues from the students at the end of each month.
14. If any border has a guest the mess bill for the guest can be collected on pay-and-eat basis for each meal.
15. No contractor shall be awarded contract for more than two hostels at the same time.
16. Any other term and condition may be incorporated in the agreement as per mutual discussion.

Other Terms and Conditions.

17. The EOI documents may be downloaded from the Assam University, Silchar website and submitted to the Estate Section, AUS on all working days from 11.00am date23-06-2015 to 30-06-2015 within 2.00pm
18. Only the successful caterers offered the contract for catering in Hostel has to deposit a Performance Security Deposit @Rs.25000/-for each Hostel/Canteen/Guest House in the form of FIXED DEPOSIT in favour of Assam University, Silchar and sign a contract agreement for a period of 2 (two) years with the AUS in the format provided by the Estate Section, AUS.
19. The AUS may cancel or discontinue the services of any caterer with a months' notice without assigning any reason. The decision of the AUS authority will be final and binding for all the Caterers and no appeal of any kind will be entertained in this regard.
20. The caterer shall be responsible for maintaining proper cleanliness and hygiene in the kitchen and dining area.
21. Arrangement and provision as well as maintenance of utensils/crockery/cutlery/ovens/fridge/or any other appliances installed by him for catering purpose etc will be the sole responsibility of the contractor.
22. The staff deployed by the contractor in the kitchen and housekeeping etc., should be medically fit and the Contractor should immediately withdraw staff with any contagious disease from deployment.
23. The caterers and his employees shall maintain proper decorum and decency befitting a higher educational institution. Any complaint in this regard will be viewed seriously and may amount to disqualification of the Caterer.
24. Caterer shall buy at his own cost good quality raw materials e.g., meat, fish, poultry and eggs, grocery, vegetables & fruits, etc. for preparation of all meals (use of beef and pork is prohibited).
25. The Caterer shall ensure efficient & requisite quantity, quality of food and service. These items are subject to verification at any time without notice by AUS or by its authorized committee, whose recommendations will be final and binding on the Contractor for suitable remedial action, if any, as decided by AUS or the committee.
26. In Hostels Self Service is recommended from a buffet counter.

27. In case of any accident occupancy due to mishandling of LPG Cylinder/Stoves and others electrical appliance from the caterer and the entire responsibility along with necessary consumption shall be scared by the caterer.

APPLICATION FOR CONTRACT FOR CATERING SERVICE

From:

To

Date:

The Assistant Registrar (Estate)

Assam University

Silchar-788011

Sub: CATERING CONTRACT FOR HOSTELS/GUEST HOUSE/CANTEEN OF ASSAM UNIVERSITY

Name of the Party: _____

With reference to your tender the following information is provided for your consideration:

1. Name of the Proprietor : _____
2. Contact Address : _____ (With Address Proof)
3. Contact Phone (Mobile), Emails: _____

Fax: _____

Phone: _____

Our quotation for the mess is Rs. _____ (in words _____) per month/Per student OR/AND Our quotation for the items proposed for Canteen/Guest House is as per list attached.

The above quotation includes all applicable taxes.

We have read and agreed to

1. Rules pertaining to the daily functioning of the mess

Signature of the Tenderer

Enclosures:

1. List of Food items for Canteen/Guest House along with the price quoted
2. Details of Experience of handling educational institutional hostels, corporate criteria/food outlet : current and earlier (during last 5 years)
3. Any other pertinent information.
4. References of two responsible individuals
5. Address proof
6. Xerox copy of work order from other organisation
7. Copy of PAN card.

General Structure of the Menu for Hostel-III

Sl.No.	Early Lunch	Dinner
1.	Rice/Roti	Rice/Roti
2.	Sobji/Razma	Sobji/Razma
3.	Vaza	Vaza
4.	Salad	Salad
5.	Lemon/Papad	Lemon/Papad
6.		Fish/Egg/Chicken

****Egg, Fish and Chicken shall be repeated once a week in dinner**

Extra items at Additional Cost

Sl.No.	Item	Price
1.		
2.		
3.		
4.		
5.		

Signature of Contractor

Rules Pertaining to Daily Functioning of the Mess for Hostel

The important terms and conditions are listed below for convenience:

1. The food shall be served as meal system
2. Both Roti and Rice need to be served as the main constituent food
3. The mess committee of the hostel shall decide about the menus and the way in which payment/partial payment should be made by the students. These rules should be strictly followed.
4. Coupons for guest meals will be sold (given) to the customer on the basis of a cash payment for the same to the caterers. No guests shall be served food without obtaining appropriate coupons.
5. The vegetarian students shall be given proper food supplement to the corresponding non-veg menu.
6. The time for serving food to the boarders of the hostels are as follows:

ON ALL WORKING DAYS	
Morning Tea	07-00 AM to 08-00 AM
Early Lunch	09-00 AM to 10-00 AM
Tiffin	05-00 PM to 05-30 PM
Dinner	09-00 PM to 10-00 PM
SUNDAYS AND HOLIDAYS	
Breakfast	08-00 AM to 09-00AM
Lunch	01-30 AM to 02-30 AM
Tiffin	05-00 PM to 05-30 PM
Dinner	09-00 PM to 10-00 PM

7. Standard ISI branded refined oil along with approved cooking Masala should be used as cooking media
8. The oil used for cooking shall not be reused for subsequent meals
9. A complaint register shall be maintained by the service provider. It shall be present in the dining hall with the employees of the caterer and shall be made available to the boarders of the hostel on demand.

General Structure of the Menu for Hostel

The following is the general structure of the menu. The detailed menu (subject to small modification during the tenure of the contract) is given in the table that follows:

Morning Tea		One of tea (100 ml), Two Good day Biscuit or Two Local biscuit of equivalent quality
Breakfast		Bread (4 slice), Omlet (2 eggs), Tea (100ml) or Bread (4 slice), Potato Finger/Jam, Tea (100 ml), OR Puri (four) and Sabzi/Razma or Porata (two) and Sabzi/Razma
Early Lunch		Rice/Roti, Dal and Mix Vegetable (seasonal
Lunch and Dinner	Vegetarian	(a) Rice/Roti, Papad (one big size)/ Salad, Dal and Mix vegetable (seasonal), Paneer (50 grams)
		(b) Rice/roti, Papad (one big size)/ salad, Dal fry and Fried Vegetable/Mix Vegetablwe (Seasonal), Kofta (2 pieces standard size)/Razma curry
		(c) Rice/Roti, Papad (one big size)/ Salad, Dal fry and fried vegetable./Mix Vegetable (Seasonal), soyabean curry (50 grams)
	Non-Vegetarian	(a) Rice/Roti, Papad (one big size)/ Salad, Dal and Mix Vegetable (Seasonal), Chicken curry (75grams)
		(b) Rice/Roti, Papad (one big size)/Salad, Dal fry and fried vegetable/Mix vegetable (Seasonal), Egg Curry (one)
		(c) Rice/Roti, Papad (one big size)/ Salad, Dal fry and fried vegetable/Mix vegetable (Seasonal), Fish Curry (75 grams)
Tiffin		Tea (100 ml) Two Samosas/One Bread Pakora/Mix Veg Pokara (1 small plate)/ Polaw/Two Alo Chop

Note:

1. The item (a) shall be provided once a week in dinner. Item (b) and (c) shall be repeated thrice a week during dinner
2. Lunch is only for holidays and Sundays. In working days "Early Lunch" shall served (a) , (b) and (c) shall be served in the same order in which it is served in holidays and Sundays.
3. Holidays refers to the days declared as holidays as per Assam University calendar

PENALTIES FOR VIOLATION OF MESS RULES

The caterer will be considered to have violated the agreement in case of breach of any of the following rules:

1. Non-availability of complaint register in the dining hall/discouraging to lodge complaint
2. Use of unclean utensils
3. If food for any meal is found insufficient within timings of mess and serving time is more than 20 minutes
4. Changes in menu without permission of mess committee
5. Absence of proprietor or any representative from mess committee meeting to be held once in a month
6. Three or more complaints of insects found in any meal would invite a violation in the quality of service.
7. As and when mess committee finds any violation by the caterer, it shall be informed to the proprietor with consent of the warden
8. For violation of any other rules stated in the agreement or any complaint from the borders as mentioned earlier

-A committee shall be formed to find out the correctness of the complaint

-In case the complaint is found to be true the matter shall be brought to the notice of the proprietor by the authorities

-In case of subsequent complaint on similar issues the proprietor may be fined or to an amount of Rs. 5000/- by the University Authorities.

-On further complaint on issues related to unhygienic food, use of adulterated food articles, Oil, utensils etc. the university has the right to cancel the contract offered to the contractor at any point of time before expiry of the period of agreement