



E -TENDER DOCUMENT

For

**Selection of Agency for Hostel Mess & Catering Services
in SSR Global Skills Park Bhopal.**

**Sant Shiromani Ravidas Global Skills Park
(SSR-GSP)**

Bhopal

**Under Department of Technical Education, Skill Development &
Employment**

Tender No. SSR GSP/ Tender/Mess & Catering/2024-25/13

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All information contained in this bid document is provided in good interest and faith. While adequate care has been taken in its preparation, interested agencies must ensure that the document is complete in all respects.

The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required for formulation of proposals.

Sant Shiromani Ravidas Global Skills Park reserves the right to reject any or all of the proposals submitted in response to the document at any stage without assigning any reasons whatsoever.

Sant Shiromani Ravidas Global Skills Park reserves the right to:

- Reject any or all proposals without assigning any reasons.
- Withhold or withdraw the process at any stage with due intimation.
- Modify or amend any part of the document without prior notice. Any such changes will be communicated through the official website <https://www.mptenders.gov.in>.

Sant Shiromani Ravidas Global Skills Park its employees and associates will have no liability to any prospective respondent of the RFP or any other person under the law of contract to the principals or resolution or unjust enrichment or otherwise, for any loss expenses or damages which may arise from or be incurred or suffered in connection of anything contained in the document or otherwise including the accuracy adequacy, correctness completeness or reliability of document and any assessment, assumption, statements or information contained therein or deemed to form part of this document, the award of the assignment, the information and any other information supplied by or on behalf of Sant Shiromani Ravidas Global Skills Park or their employees and RFP respondent or otherwise arising in any way from the selection process for the assignment.

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SSR Global Skills Park invites bids from qualified, reputed and experienced agencies for **Hostel Mess & Catering Services in SSR Global Skill Park Bhopal. Tender No. SSR GSP/Tender/Mess & Catering/2024-25/13**

1. The detailed bid document is available on the website of State E- Procurement Portal <https://mptenders.gov.in>. **Interested bidders who qualify as per the criteria mentioned in the BID document, may submit their proposals through e- tendering latest by 01/05/2025 on e- Procurement Website <https://mptenders.gov.in>.**
2. A complete set of bidding documents may be downloaded by any interested bidder from the web site: - <https://mptenders.gov.in>.

Schedule

SN	Particulars	Description
1	Date of issue of Bid document	23/04/2025, 09:00 PM (Wednesday)
2	Pre-Bid written queries by e-mail/post only.	29/04/2025, 11:00 AM (Tuesday)
3	Pre-Bid Meeting with Site Visit	29/04/2025, 12:00 PM (Meeting Hall SSR GSP)
4	Pre-Bid Clarification on website/e-Tender only.	By 01/05/2025, 11:00 AM (Thursday)
5	Start date and time for submission of bid	01/05/2025, 11:30 AM (Thursday)
6	Last date and time for submission of bid	07/05/2025, 02:00 PM (Wednesday) Online on https://mptenders.gov.in
7	Opening of Technical bid online	08/05/2025 02:00 PM (Thursday))
8	Financial bid opening date and time	Would be communicated to technically qualified Bidders
9	Cost of bid document (Non-refundable)	Rs. 10,000/- (Non-Refundable) to be Submitted online.
10	Earnest Money Deposit (EMD)/Bid Security	Rs. 9,23,019.30/- Only (Nine Lakhs Twenty-three Thousand Nineteen Only) to be submitted online to Global Skills Park Society. As per the Madhya Pradesh Store Purchase Rules 2015 (as amended in 2022) dated 13th January 2023, clause no. 14.1, the <i>“micro and small enterprises and start-ups of Madhya Pradesh will be exempted from payment of earnest money deposit”</i> . Otherwise, the bidder is required to furnish earnest money deposit (EMD) as per the bid document. The primary services of this bid is to provide Mess & Catering Services in SSR Global Skill Park Bhopal
11	Bid Validity Period	120 days from the date of opening of bid.
12	EMD Validity Period	180 days from the date of Bid Submission.
13	Performance Guarantee Value	Bank Guarantee of 3 % of contract value (Part A and Part B), submitted by successful bidder before signing of agreement
14	Performance Guarantee validity period	03 Months beyond the contract agreement
15	Contract Period	01 Year – plus Extendable for further 02 Year depending upon yearly performance evaluation

SN	Particulars	Description
16	Tentative date of starting Hostel Mess services	Would be communicated separately

3. The primary objective of this tender is to select and appoint a competent and experienced service provider to manage and operate mess and catering services for the boys', girls', and trainers' hostels within the institute. The selection will be carried out at competitive rates through a transparent and fair bidding process for a specified duration. The successful bidder will be required to enter into a formal agreement based on the approved rates and predefined terms and conditions applicable for the tender period.
4. The bids are to be submitted electronically only on the Portal <https://mptenders.gov.in>.
5. Technical and Price bid will be submitted separately. Technical Bid will be opened first and will be evaluated as per specification and terms & conditions of bid, thereafter; Price Bid will be opened only for those bidders whose bid will be found technically responsive. In any case the price bid should not be uploaded with technical bid document, otherwise bid will be rejected. The date of opening of price bid will be announced later on.
6. Bids will be opened in the presence of Bidder's representatives who choose to attend on the specified date and time.
7. In the event of the date specified for bid receipt and opening being declared as a closed/holiday for purchaser's office, the due date for opening of bid will be the following working day at the appointed times.
8. The bidder has to pay online website registration fee Rs. 500/- + 18% GST and processing fees Rs. 295/- inclusive of GST, along with the cost of **bidding document Rs. 10,000/- (non-Refundable)**.

CEO,

Sant Shiromani Ravidas Global Skills Park,

Hazrat Nizamuddin Colony Road, Bhopal, (M.P.) 462022.

Contact: +91-9009690699, Email: sanjay.jain13@mp.gov.in

Sant Shiromani Ravidas Global Skills Park (SSR GSP), Bhopal, is an establishment focused on providing internationally recognized Technical Vocational Education and Training (TVET) in India to enhance employment and income prospects for youth in Madhya Pradesh with more than 6,000 intake capacity. The institution has Three Hostels – Two are of 634 (Boys/Girls), one is of 216 (Trainers) capacity.

1. Objective of Hiring:

The objective is to engage eligible Catering/Food Service agencies as per the Terms of Reference mentioned in this document. Interested agencies must demonstrate the required qualifications and relevant experience to perform the services effectively.

2. Submission of Documents:

Interested agencies must provide information/documentation as outlined in the **Annexure – 5.1 (Eligibility Criteria)**.

3. Duration of Empanelment:

Empanelment of agencies is for a period of three years (One years + two year extendable) from the issuance of the letter of empanelment.

4. Material Changes:

During the contract period, agencies must inform the institute of any material changes (internal or external) that could impact their obligations.

5. CEO's Rights:

The CEO of SSR GSP reserves the right to reject any or all proposals submitted in response to this document at any stage without assigning reasons. The CEO also reserves the right to hold, withdraw, or cancel the process at any stage, under intimation to applicants who submit their responses.

6. Eligibility Requirements:

Agencies fulfilling the eligibility criteria mentioned in given Annexures in section 05 of the tender document, must submit their application in the prescribed format with relevant documents before the last date and time of submission.

7. Proposal Requirements:

Proposals must be submitted in English only, and improper submissions will not be considered.

8. Tender is invited for Mess & Catering Services arrangement in SSR GSP (Main) Campus.

Eligible Caterers are invited to submit their rates through price bid in <https://mptenders.gov.in>.

9. This tender document outlines the process for selecting catering contractors for the Hostel Mess & Catering Services in the campus. The terms and conditions for the contract are described in the following pages and are divided under the following headings:

➤ **For Consultation, please call at 9630030343 or visit at SkillCouncils.com**
➤ **Terms and Conditions along with Responsibilities of Caterer:**

- Proforma for Technical and Financial Bids. (Annexure – 5.1 to 5.10)
- General structure of the menu. [(Annexure – 5.10.1 (Part- A) - 5.10.2 (Part - B)]

Prospective bidders are encouraged to attend the pre-bid meeting, though it is not mandatory.

➤ **Submission Details:**

- Deadline for submission of bid as mentioned above in IFB.
- Submission of bids should include an Earnest Money Deposit (EMD) of **Rs. 9,23,019.30/-** (Refundable) and a Tender Fee of **Rs. 10,000** (Non-Refundable).

➤ **Payment Information:**

- The EMD amount must be submitted online as mentioned above in IFB.
- The EMD will be refunded to unsuccessful bidders upon the award of the contract.

Please note the following conditions:

- A.** Technical and Financial bids must be submitted in <https://mptenders.gov.in>. interested caterers should submit a technical bid, and the financial bid as per given Eligibility Criteria & Bid Evaluation Criteria respectively.
- B.** The technical bids will be opened on as mentioned above in IFB.

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1. Legal, License & Financial Terms:

- Initially the contract agreement will be for a period of 01 years, contract may further be extended for 02 year as per the requirement based on yearly satisfactory performance. (The maximum duration of the contract is 01 year + 01 year (Extension).+ 01 year (Extension).
- After 30 days of operation, the caterer's performance will be evaluated.
- Within 7 days of signing the agreement, the caterer shall furnish a Bank Guarantee amounting to **3% of the total contract value** (Part A and Part B), as determined at the time of agreement signing. The Bank Guarantee must be issued by a government or nationalized bank and shall serve as security against any defaults or non-compliance with the terms of the contract. The guarantee must remain valid for 12 months from the date of issue, with an additional claim period of 6 months beyond its validity.
- The selected caterer shall be required to pay a monthly rent/license fee of **Rs. 30,000/- (Rupees Thirty Thousand Only) (Non-Refundable)** for the space provided by SSR GSP including supply of electricity for illumination and ceiling fan. This rent/license fee shall be subject to annual revision based on mutual consent between SSR GSP and the caterer.
- Electricity for equipment and heavy machinery used in the kitchen will be provided to the successful vendor on a chargeable basis. The vendor shall be responsible for installing a sub-meter at their own expense. Electricity charges will be levied based on actual consumption, as per the prevailing rates indicated in the latest electricity bill issued by MPMKVCL, Bhopal.
- The caterer must register with the Regional Labour Commissioner (Central), Bhopal under the Contract Labour Regulation Act and obtain a Labour License before starting operations.
- The caterer must have a valid **Food Safety and Standards Authority of India (FSSAI) (Central) license and License from Department of Food Safety (Govt. of the state)** to operate a food outlet.
- This license should be kept valid for the entire contract period and submitted as proof during the onboarding process.
- The caterer must adhere to all applicable labour laws, including the Minimum Wages Act, stipulated work hours, bonus payments, issue of salary slip, experience letters, ID cards, Gate Pass, and other such acts which are applicable and provide:
 1. **EPF (Employee Provident Fund) and ESI (Employee State Insurance)** facilities for their workers. (If applicable)
 2. Monthly proof of compliance with these requirements must be submitted to the finance department of the institute.
 3. **Child labour** is strictly prohibited, and any violation will result in legal action.

- The bidder must demonstrate an average annual turnover of **INR 3 Crores** (or as specified) over the last three financial years **2022-23, 2023-24 & 2024 - 25**.
- CA-certified financial statements for the years **2022-23, 2023-24 & 2024 - 25** with the UDIN (Unique Document Identification Number).
- Supporting documents such as bank statements, MoUs, agreements, or work orders confirming catering-related revenue.
- The caterer is required to maintain a **Complaint and Suggestion Register** at the mess premises.
- The register must be easily accessible to students and other stakeholders for logging grievances or suggestions.
- Minor complaints must be resolved within 24 hours, while significant issues must be resolved within 72 hours.
- The caterer must deploy an adequate number of trained personnel to ensure smooth operations. The following is the minimum staffing structure required based on the hostel size, however contractor to depute required number for smooth functioning:

Role	Minimum Number	Responsibilities	Qualifications
Mess Manager	1 per shift	Overall supervision, grievance handling, and coordination.	Graduate/Diploma in Hospitality Management, Minimum 5 years' experience.
Head Chef	1 per shift	Menu preparation, quality control, and overseeing kitchen operations.	Certified by FSSAI or equivalent, Minimum 5 years' experience in institutional catering.
Assistant Chefs	2 per shift	Food preparation and assisting the head chef.	Relevant training in food preparation.
Kitchen Helpers	3-5 per shift	Cleaning, chopping, and assisting chefs.	Basic knowledge of kitchen hygiene.
Waiters/Service Staff	4-6 per shift	Food service and dining hall maintenance.	Basic training in hospitality and food service.
Housekeeping Staff	2 per shift	Cleaning kitchen and dining areas.	Experience in maintaining hygiene standards.

- All staff members must wear neat and clean uniforms provided by the caterer, which must include:
- **Chefs and Kitchen Staff:** Chef coats, aprons, caps, and gloves.
- **Waiters/Service Staff:** Full-sleeve shirts, trousers, and shoes.
- **Housekeeping Staff:** Easily identifiable uniforms with aprons and gloves.
- Proper identification badges must be worn by all staff members at all times.
- Staff must adhere to high standards of personal hygiene, including regular health check-ups.

- Nails must be trimmed, and hairnets/caps must be worn at all times during food preparation and service.
- All mess workers must undergo **periodic medical check-ups** (at least twice a year) to ensure they are free from communicable diseases.
- **Medical fitness certificates** must be submitted to the institute before deployment and during periodic reviews.
- The owner of the firm shall attend a monthly meeting of the mess council committee, failing which a penalty will be imposed. This meeting shall be attended by the owner himself or a senior representative, who is authorized to take policy & monetary decisions. It is mandatory to sign the minutes of such meetings. All issues related to mess need to be discussed in the meeting and no information should be given to students or outsiders without the approval/authorisation. Decisions agreed mutually by caterer and Mess Council will be binding on the caterer.
- It is the duty of the caterer to clear all dues of vendors in time. In case, a complaint for non- payment of dues is received during or after the contract tenure, then Institute have the right to hold appropriate monthly mess payment and/or PBG, till the same is resolved.

2. Hygiene and Services Responsibilities:

- Cleaning and Housekeeping of the kitchen and dining area will be the sole responsibility of the caterer.
- Cleaning utensils, cutlery, crockery, kitchen equipment, furniture, and mess water cooler are also the responsibility of the caterer. The highest possible standards are expected in this regard.
- **Proper waste segregation and disposal methods** must be adopted to prevent contamination. Follow all the guidelines of Govt. of India.
- The caterer shall, at their cost, maintain adequate stock of food grain, grocery. The caterer shall be responsible for the proper hygienic storage of all raw materials.
- No food cooked in the mess may be taken out of the premises without prior permission of the responsible person.
- The caterer must ensure regular pest control activities in all food preparation, storage, and dining areas.
- Pest control must be conducted **at least once every three months** by a licensed pest control agency approved by the institute.
- The Institute will be forming committees comprising of group of Trainees/team of staff to conduct regular inspections to ensure compliance to verify quality of food being provided and hygiene standards.
- Soap at students' handwashing stations must always be available.
- The caterer must make arrangements for their workers to stay outside the campus wherever possible.

- Only the required number of workers for early morning operations will be allowed to stay in the dormitory or designated staff rooms provided by the institute.
- The CEO/SSRGSP, Bhopal Campus/Hostel reserves the right to inspect the cleanliness and maintenance of the premises, as well as the quality of provisions and food.

3. Infrastructural and Equipment-Related Terms:

A. Major civil and electrical maintenance will be handled by **SSRGSP, Bhopal Campus**.

- Minor maintenance tasks, such as replacing light bulbs or tube lights, **including all Consumables** are the caterer's responsibility.

B. Provision and Maintenance of Equipment and Furniture:

- The **SSRGSP, Bhopal Campus/Hostel** will provide only **dining tables and chairs** for use in the mess.
- All other equipment and facilities, including but not limited to **kitchen equipment, cooking gas bank, service counters, cooking utensils, crockery, cutlery, fittings, fixtures, and furniture**, etc must be arranged and maintained by the caterer at their own expense.
- The caterer is solely responsible for the upkeep, safety, and functionality of all equipment and facilities brought by them for the duration of the contract.
- Refilling of cooking gas cylinders, procurement of good quality provisions and other consumables are the responsibility of the caterer. Gas cylinder bills should be paid on time, any violation related to late payments may result in appropriate fines.

C. Security:

- The caterer will be responsible for the security of the licensed premises, including kitchen and dining areas.

D. Maintenance:

- Any damages to equipment or infrastructure caused by the caterer's team will be repaired or replaced at the caterer's expense.

E. Penalties for Damages:

- Damages to civil or electrical infrastructure caused by catering staff will attract fines, in addition to repair costs.

F. Worker Accommodation and Restrictions:

- Workers must adhere to all campus rules. Unauthorized activities, alcohol, or banned items within hostel premises will lead to strict action and fines.

4. Eligibility:

- #### A.
- Only those caterers who have experience in providing catering services to established government institutions (National level Educational Institute/State level Educational Institute/Central Funded Institute/State Funded Institute), large private entities handled as per 4(B).

- B. The caterer should preferably have prior experience in catering to registered establishments that serve a minimum of 750 students per day.

5. Other Conditions:

- If students are taken out for any activities by the administration, the food charges for those days of these students will not be applicable, subject to mutual agreement with the Mess Representative.
- If a student does not avail the mess facility continuously for more than 7 days and informs in writing to mess in charge in advance, the student will be charged on a pro-rata basis. Other-wise students will have to pay full monthly mess charges.

6. Relationship with Institute:

- The caterer is provided space and facilities as a licensee, not as a principal employer or contractor of the institute/hostel.
- During renewal, the per-day-per-student rate may be revised by a maximum of 5% or based on the Consumer Price Index increase, whichever is lower, subject to approval from competent authority.

7. Financial conditions:

- The caterer will not receive any price increase during the entire term of the tender contract, regardless of changes in the costs or revisions to the tax rates imposed by the government.
- In the event that the Vendor intends to discontinue its services at the SSR GSP Bhopal, it shall provide a prior written notice of at least sixty (60) days to the Authority. Failure to comply with this notice period shall result in forfeiture of the Performance Bank Guarantee (PBG) or Fixed Deposit (FD) submitted by the Vendor.
- Institute is continuously admitting students and shall reach its full capacity of 6000 by the end of academic year 2025-26. In view of every increase in number of students /trainees food in mess, vendor to make necessary arrangements to meet the demand. There is no ceiling in maximum no. of students taking food. The quoted rate per trainee shall remain firm and unchanged irrespective of any increase or decrease in the number of trainees during the contract period.

8. Mode of Billing:

- Monthly Mess Services for Hostel (Part A Annexure – 5.10.1): Payment for catering services provided to hostel students under the monthly mess arrangement and all-day dining menu shall be collected directly by the vendor/agency from the trainees.
- Events (Conferences, Seminar, Meetings & Other Events – High Tea, Lunch/Dinner, Buffet Items) (Part -B Annexure -5.10.2): Payment under this category shall be made by SSR GSP as per the approved rates and on submission of monthly invoice.

9. Services to be Provided in the Mess:

- The contractor is required to follow a specified system in managing and operating the mess.
- A separate counter must be set up for extras (additional items) in the meals. A sample menu with prices is provided, but the final decision on the rates will be made after consulting with the Mess Council Committee/In charge.

10. Penalties:

- Confirmed cases of food poisoning linked to the caterer's negligence: **Rs. 50,000 per incident and immediate termination of the contract if found grossly negligent.**
- Failure to maintain the quality standards of the food may attract **penalty of Rs. 25,000 per instance**, alongside potential termination of the contract.
- Serving of non-vegetarian food within the campus premises is strictly prohibited. Any instance of serving non-vegetarian food, mixing of vegetarian and non-vegetarian items, or violation of prescribed dietary restrictions shall attract a penalty of **₹10,000** or 25% of the daily billing amount, whichever is higher.
- Failure to maintain hygiene standards in kitchen and dining areas, improper waste management, or non-compliance with periodic medical check-ups: **Rs. 10,000** per instance.
- Failure to maintain the complaint register or discouraging individuals from lodging complaints will result in a **penalty of Rs. 5,000 per instance.**
- If the same violation occurs more than three times/ Failure to address complaints within the stipulated timeline will attract additional fines of **Rs. 25,000 per instance will apply**, alongside potential termination of the contract.
- Non-compliance will attract penalties, including possible **termination of the contract.**

11. Termination for Insolvency

The Purchaser may at any time terminate the contract by giving written notice to the Service provider, if the Service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

12. Termination for Convenience

The Purchaser, by written notice sent to the Service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the **Purchaser's** convenience, the extent to which performance of the Service provider under the contract is terminated, and the date upon which such termination become effective.

13. Settlement of Disputes

- In case of Dispute or difference arising between the Purchaser and a Service provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996, if dispute or differences is not resolved by mutual consultation.
- Arbitration proceedings shall be held at Bhopal and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- Principal Secretary/Secretary –Govt. of Madhya Pradesh, Department of Technical Education, Skill Development & Employment shall be the sole arbitrator in any dispute arising out of this tender and any matter related to contract and delivery of services.

Annexure – 5.1 - Eligibility Criteria

The applicant should submit valid and relevant documents against each criterion to meet the eligibility for empanelment.

S. No.	Parameters	Documents to Attach
1.1	The Bidder shall be a Company, Partnership firm, or Proprietorship and must be a Registered legal entity in India, in existence for at least 3 years from the date of publishing of the tender.	- Certificate of Incorporation
		- GST Registration Certificate
		- PAN
1.2	Bidder should have successfully executed catering/mess/food assignments for Central/State Government Organizations/Institutes, Central/State/PSUs, as a vendor/partner/third-party food supplier for at least INR 3 Crores in the last 3 years ending 31st March 2025.	- Documentary proof such as MOU, agreement, work order, or bank statement showing the amount received from Government funds/schemes. - completion certificate issued by the competent authority. (Annexure – 5.7)
1.3	The Bidder shall have an average minimum annual turnover of INR 3 Crores from Catering Services/Mess/Canteen in Government Schemes (as a vendor/partner/third-party food supplier) during the last three financial years (2022-23, 2023-24 & 2024-25).	- To be certified & validated by Chartered Accountant (CA) of the bidder's organization with name of CA, registration number, signature and stamp with UDIN.
		- Bank statement for the amount received from Government funds/schemes, supported by MOU/Agreement/Work Order.
1.4	Compliance related to Municipal Corporation, Health License to serve food, or License from Department of Food Safety (Govt. of the state) or FSSAI shall be the obligation of the supplier (whichever applicable).	- Copy of valid license(s) to be submitted at the time of the MOU or when required at the start of work.
		- License validity should extend to the contract duration.
1.5	Bidder should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other Labour authorities including under the Contract Labour (Regulation and Abolition Act) and payment of Gratuity Act	- Self-Attested copy of the Employee Provident Fund registration letter / certificate. - Self-Attested copy of the Employee State Insurance registration letter /certificate.
1.6	The bidder or any of its partners/directors etc. should not have been blacklisted/debarred by any of the government caterer or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations.	Self-Declaration in the format at Annexure – 5.6

1.7	<p>The bidder may participate in the scheduled pre-bid meeting and site visit. The bidders will be given an opportunity for site visit and understand user requirements on ground, provide inputs and seek clarifications. All such clarifications and inputs are to be preferably send in advance before the scheduled date of pre-bid meeting to office of SSR GSP</p>	<p>A roll of attendance of all those attending the pre-bid meeting and site visit, authenticated by suitable SSR GSP authority will be recorded by SSR GSP.</p>
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- Only bidders fulfilling all the minimum eligibility criteria and quoting the minimum rate will have their proposals presented to the selection committee.
- The final decision regarding the selection of the bidder will be made by the committee.
- Submission of all valid and legal documents listed above is mandatory for consideration.

1. Technical Evaluation Criteria: - Bidders who meet the pre-qualifications requirements would be considered as qualified to move to the next stage of technical evaluation. Bidders, whose bids are responsive based on Pre- Qualification Criteria and score at least 70 marks in Technical Evaluation in the following scoring mechanism would be considered technically qualified. Price Bids of such technically qualified Bidders shall be opened.

S.No.	Criteria	Marks Breakup	Marks	Maximum Marks
(i).	Firm's existence as per the tender clause (Annexure -5.3)	More than 1 year and less than or equal to 3 years	10	20
		More than 3 years and less than or equal to 7 years	15	
		More than 7 years	20	
(ii).	Number of years of experience in Centrally funded Institute/State Funded Institute as per the tender clause (1.2 of Annexure 5.1)	More than 1 year and less than or equal to 3 years	10	20
		More than 3 years and less than or equal to 7 years	15	
		More than 5 years	20	
(iii).	Number of similar work orders as per the tender clause (one 80% of estimated value or two 50% of estimated value will be counted as one) (Annexure -5.4)	One	10	20
		Two to three	15	
		More than three	20	
(iv).	Feedback / performance certificate from the previous Institutions/ Organizations / Centrally funded Institute / State Funded institute (Annexure 5.5)	average score up to 3	10	20
		average score up to 4	15	
		average score above 4	20	
(v).	Presentation to Committee			20
Total Technical Score				100

2. Financial Evaluation Criteria.

- (i). The financial bids of technically qualified bidders shall be opened after completion of Technical Evaluation.
- (ii). For evaluation of financial bids, SSR provisioned of Mess and catering services on a per head per day basis after evaluating the cost factors (i.e. costs on logistics, labour accommodation, raw material, menu, documentation, statutory payments, payments on the other contractual

obligations, profit margin etc) involved in providing the service required at the mess using its own means.

- (iii). Financial bids of Technically qualified bidders only will be evaluated on the basis of the lowest rate offered amongst the qualified bidders.
- (iv). As provided in the price bid format, the bidders will have to quote the price and the L-1 firm shall be declared on the basis of the lowest rate offered.
- (v). No ambiguity should be there in the quoted price and the rate must be as per the price bid format. Conditional offer or the proposal not furnished in the format attached shall be considered non-responsive and is liable to be rejected.
- (vi). **In case of tie** in commercial bid between two or more bidders, following procedure shall be adopted:
 - (a) The bidder with the highest technical score shall be the L-1 bidder and so on.
 - (b) In case of tie in technical bid, the bidder having the maximum period of experience in Central Funded Institute / State Funded Institute shall be L-1 bidder and so on.

3. QCBS Evaluation Criteria:

1. Technical Proposal Evaluation:

The technical proposals will be evaluated based on the criteria specified in the tender document. The maximum score technical evaluation criteria will be 60% of the total evaluation score.

2. Financial Proposal Evaluation:

The financial proposals will be evaluated based on the cost provided by each bidder. The lowest financial proposal will receive the highest financial score. The financial score for other proposals will be calculated as follows:

$$F = (\text{Lowest Cost Proposal} / \text{Cost of the Proposal being Evaluated}) \times 100$$

The financial proposal will carry a maximum score of 40% of the total evaluation score.

Weightage of items in financial Score:

SN	Particulars	Weightage
1.	Monthly Hostel Mess (Part -A)	(60% weightage in Financial Evaluation)
2.	All day Dining Menu (Part -A)	(20% weightage in Financial Evaluation)
3.	Conferences, Seminar, Meetings & Other Events (Part – B)	(20% weightage in Financial Evaluation)

3. Final Evaluation Score (S):

The final evaluation score for each proposal will be calculated based on the combined weightage of both the technical and financial score, as follows:

$$S = (T \times 0.60) + (F \times 0.40)$$

where:

- T = Technical score (out of 100)
- F = Financial score (out of 100)

- The bidder with the highest final evaluation score will be awarded the contract.
- In the event that the selected L1 bidder fails or refuses to commence and complete the establishment of the Mess and Catering facility in accordance with the terms and conditions stipulated in the tender within a period of fifteen (15) days from the date of issuance of the Letter of Award (LoA), the SSR GSP shall have the right, without prejudice to any other remedies available under law or contract, to forfeit the entire amount of the Performance Bank Guarantee (PBG) submitted by the L1 bidder.

Further, SSR GSP shall be at liberty to offer the contract to the L2 bidder at the L1 accepted rate, subject to the L2 bidder's written acceptance and compliance with all terms and conditions of the original tender. This action shall not entitle the L1 bidder to any claim, compensation, or relief whatsoever.

Annexure – 5.3 - Organization Details [On the letter head of firm]

Name of the Firm	
Date of Incorporation of Firm (DD/MM/YY):	
Place of Incorporation:	
PAN Card No. <i>(Copy of PAN card to be attached)</i>	
GSTIN <i>(Copy of GST certificate to be attached)</i>	
Registered Address	
Turnover of past 3 years	2024-25 – INR 2023-24 – INR 2022-23 – INR
Telephone:	
Website:	
Concerned person's Name and Designation	
Mobile No:	
Email ID:	

Annexure – 5.4 - Experience Details

To be submitted as a part of Eligibility Criteria Clause (Annexure – 5.1)
(Experience in Same/Different Scheme Any 2)

Assignment No:1	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	
Assignment No:2	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	
Assignment No:3	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	

Annexure -5.5 – Performance Certificate

This is to certify that (Firm Name) has provided the catering service to..... (Institute Name) from To

The performance of the caterer is as follows as per available records.

Sl No	Parameter	Very Poor (a)	Poor (b)	Good (c)	Very Good (d)	Excellent (e)
		1 Mark	2 Mark	3 Mark	4 Mark	5 Mark
A	Food taste and service					
B	Cleanliness and hygiene					
C	Quality Control practices					
D	Manpower Planning					
	Total					

Average Score: Total (A+B+C+D)/4 =

Any warning Letter issued: YES/NO:

Is overall performance of the firm satisfactory:

Overall Feedback:

Recommended/Not recommended

Signature and Stamp of authority

Date:

Place:

NOTE:

1. The Performance Certificate should be provided on the letter head of the Institute/ Organization.
2. The performance certificates from previous CFI/ organization/ Institute. At least two experience certificates from different Institute are required. (Average of scores from certificates will be considered for evaluation)
3. Only certification from the designated authority will be considered as valid.
4. If Bidder submits more than one Performance certificate then Average of all the Performance Certificate will be considered.

Annexure – 5.6 - Self-Declaration – No Blacklisting

Date:

To,

CEO,

Sant Shiromani Ravidas Global Skills Park,
Hazrat Nizamuddin Colony Road, Bhopal, (M.P.) 462022.

Dear Sir,

Ref: Tender for providing Mess & Catering Services at SSR GSP Bhopal

1. In response to the Tender Document for providing Mess and catering services at SSR GSP Bhopal, I/
We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body / Any CFI.
2. We further declare that presently our Company/ firm is not blacklisted or debarred and not declared ineligible for reasons on corruption & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body / Any CFI on the date of Bid Submission including violation of relevant labour laws.
3. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future against any other tender.

Yours faithfully,
Signatures
Name

Place:

Date:

Seal of the Organization

Annexure – 5.7 - Work Order Details**(TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)**

Sl No.	Evaluation Criteria	Name of the Client	Order No. and Date	Amount of the Work order (INR)	Number of Diners
	List of Work Orders where similar type of Work(s) executed by the Agency during last 10 years as on the date of publication of this tender				
	Submission of minimum 02 years CFTI experience (Work orders of CFTI should be attached) The numbers of meals must be at least 500 in at least one Institute.				
	At least one similar work of 03 crores of estimated volume (INR) (OR) Two similar completed works of at least 1.5 crores of the estimated volume (INR) (OR) Three similar completed works of at least 01 crores of the estimated volume (INR)	1.			
		2.			
		3.			

Signature with Seal of the Bidder

Name in Block Letter:.....

Designation:.....

Contact no.:.....

Full Address:.....

Date:

Annexure – 5.8 - Annual Turnover Details**(TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)**

Evaluation Criteria			Remarks
Bidder's Annual Turnover for last three financial years from similar catering services.	Financial Year	Turnover in Rs.	To be certified & validated by Chartered Accountant (CA) of the bidder's organization with name of CA, registration number, signature and stamp with UDIN In case of failure to submit aforesaid document, bids will not be considered.
	2024-25		
	2023-24		
	2022-23		

Signature with Seal of the Bidder

Name in Block Letter:.....

Designation:.....

Contact no.:.....

Full Address:.....

Date:

Annexure – 5.9 – Proforma for The Technical Bid

Sr. No.	Particulars	Response
1	Name of the firm/ company/ partnership/ proprietorship	
2	Name(s) of the Proprietor(s)/Partner(s) etc.	
3	Address of the firm/ company/ partnership/ proprietorship	
4	Contact number Email address Mobile No.	
5	Annual turnover FY 2022-23 FY 2023-24 FY 2024 -25	Please enclose duly filled Annexure – 5.8
6	Shop & Establishment Registration No. from municipality (Please enclose the copy)	
7	Whether have FSSAI Certificate (Yes/ No) If yes, please enclose the copy and all other required documents	
8	PAN Card (Please enclose the copy)	
9	GST. No (Please enclose the copy)	
10	Whether have Employee Provident Fund registration letter / certificate (Yes / No) If yes, please enclose the copy of Number of employees employed.	
11	Whether have Employee State Insurance registration letter /certificate (Yes / No) If yes, please enclose the copy	

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12	Number of catering assignments carried out as given below: (a) Three completed annual catering services costing not less than the amount equal to 01 crores of the estimated cost; or (b) Two completed annual catering services costing not less than the amount equal to 1.5 crores of the estimated cost; or (c) One completed annual catering services costing not less than the amount equal to 03 crores of the estimated cost.	Specify the number along with copies of work orders
13	Whether the bidder or any of its partners/directors etc. have been black listed/debarred by any of the government caterer or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations.	Please enclose duly filled Annexure – 5.6
14	Period of total experience including CFI / SFI in catering service	(a). Total experience (including CFI / SFI): (b). Experience in CFI / SFI only:
15	Major establishment in/around Bhopal along with distance in Kms from SSR GSP (at least two places):	(a). (b).

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

Date: _____ Name of the signatory: _____

Place: _____ Designation: _____

Stamp:

Documents to be provided with the Technical Bid (photocopy)

- a) Bank solvency certificate (**solvent upto Rs 26 Lakh**)
- b) Income tax return certificate (last three years)
- c) Catering (from FSSAI), food outlet & labor license & all Other Documents
- d) Registration Certificate
- e) Details about PF/ESIC registration
- f) Balance Sheet (last 3 years)
- g) Partnership deed (If applicable)
- h) Sales Tax certificate
- i) Shop & Establishment Registration from municipality
- j) PAN card copy

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

Annexure – 5.10- Proforma of Financial Bid

To,

CEO,
Sant Shiromani Global Skills Parks,
Bhopal, M.P.

Sub: Catering contract for Hostel(s) CEO/SSRGSP, Bhopal Campus.

Name of the Party:

Name of Work: Selection of Agency for Hostel Mess & Catering Services in SSR Global Skill Park Bhopal.

Contract No: SSR GSP/ Tender/Mess & Catering/2024-25/13

Name of the Bidder/ Bidding Firm / Company :						
PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)						
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT With Taxes	TOTAL AMOUNT In Words
1	2	4	5	13	54	55
1	PART A(Please Refer Annexure 5.10.1) : Catering services for students of Hostels Monthly Mess (60% weightage of quoted unit rate of item srNo.01 in Financial Evaluation) Sr.No02 All day Dining Menu - Vendor to fill item wise rate SrNo. 3 to 14 All day Dining Menu (20% weightage of summation of quoted unit rates of items srNo. 3 to 14 in Financial Evaluation) PART B(Please Refer Annexure -5.10.2): Cateing Services for Conferences, Seminar, Meetings & Other Event SrNo. 15 to 24 (20% weightage of summation of quoted unit rates of items srNo. 15 to 24 in Financial Evaluation)					
2	Vendor to fill Per day/long day rate of mess charges	1.000	Nos		0.000	INR Zero Only
3	Samosa/Kachori 120 gm	1.000	Nos		0.000	INR Zero Only
4	Poha with Jalebi 150 gm / 50 gm	1.000	Nos		0.000	INR Zero Only
5	Patties/Alu Bonda 100 gm	1.000	Nos		0.000	INR Zero Only
6	Veg instant noodles 200 gm	1.000	Nos		0.000	INR Zero Only
7	French Fries 150 gm	1.000	Nos		0.000	INR Zero Only
8	Aloo/Gobhi/Veg Paratha 2 Pieces	1.000	Nos		0.000	INR Zero Only
9	Lassi (Sweet/Salty) 200 ml	1.000	Nos		0.000	INR Zero Only
10	Mahi (Salty) 200 ml	1.000	Nos		0.000	INR Zero Only
11	Tea 100 ml	1.000	Nos		0.000	INR Zero Only
12	Coffee 100 ml	1.000	Nos		0.000	INR Zero Only
13	Sandwich (Veg. 2 Double Slices with Sauce) Two full bread slices to be used	1.000	Nos		0.000	INR Zero Only
14	Pakode/ Mangode/ (Veg/Plain/Paneer) 100gm	1.000	Nos		0.000	INR Zero Only
15	Veg Buffet - Vendor to submit charges per person (For detailed list of items under this category Please Refer Annexure -5.10.2)	1.000	Nos		0.000	INR Zero Only
16	Premium Thali - Vendor to submit charges per thali Dal tadka/Dal Makhani, Dry Sabji (any seasonal veg), Paneer Sabji (Gravy), 1 Sweet, Roti (5)/Parantha (3)/Naan (2) (With Ghee/Butter), Salas, Papad, Raita (Boondi, Fruit, Veg), Wooden spoon, Napkin, Achar (For detailed list of items under this category Please Refer Annexure -5.10.2)	1.000	Nos		0.000	INR Zero Only
17	Light High Tea Tea/Coffee/Green Tea and Cookies/Wafers	1.000	Nos		0.000	INR Zero Only
18	High Tea Cold & Hot Beverage Station, Cookies, Wafers, Snacks (2), Dry Fruits, Dessert	1.000	Nos		0.000	INR Zero Only
19	Light Snack Box Juice Tetra Pack/Water Bottle, Samosa or Kachori, 1 Namkeen/Wafers (with box)	1.000	Nos		0.000	INR Zero Only
20	Snack Box Juice Tetra Pack, Samosa or Kachori, Sandwich, 1 Dessert, 1 Namkeen/Wafers, 250ml Water Bottle (Box Quality - Standard))	1.000	Nos		0.000	INR Zero Only
21	Water Bottles Bisleri or equivalent, 250 ml	1.000	Nos		0.000	INR Zero Only
22	Water Bottles Bisleri or equivalent 500 ml	1.000	Nos		0.000	INR Zero Only
23	Water Bottles Bisleri or equivalent 1000 ml	1.000	Nos		0.000	INR Zero Only
24	Water Dispenser Bisleri or equivalent, 20L Water Jar with dispenser	1.000	Nos		0.000	INR Zero Only
Total in Figures					0.000	INR Zero Only
Quoted Rate in Words					INR Zero Only	

1. We have read and agreed to Terms and conditions pertaining to mess tendering contract Rules pertaining to daily functioning of the mess.
2. We have reviewed the frequency, quantity, (no. of meals) no. of items and all other references from the relevant annexures before quoting the rates. We understand that any discrepancies or mistakes in our submission may result in its rejection.
3. In the event that the MP Tender Portal does not generate the correct L1 bidder as per the conditions stipulated in the tender document due to some reasons, SSR GSP reserves the right to carry out independent calculations based on the tender conditions to determine and declare the L1 bidder.

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

Date: -

Name of the signatory:

Place: -

Designation:

Stamp:

Part A of Price Bid**A. General Structure for students of hostels (Monthly mess) / All Day Dining****Menu****To be paid by Trainees/Individual****1. Catering Services (Hostel Mess)**

Meal	Time	Menu	Frequency (In week)
Breakfast	7:30 AM to 9:00 AM	- Indian dish (Kachori -1/ Poha -150gm/ Vada Pav – 1/ Pao Bhaji -1/Upma 150gm/ Idli -2 pieces/ Masala Dosa – 1 pieces/Cornflakes, Pakode - 100gm or Toasted Bread - 2 with butter, jam, and ketchup. (Any two) and different items on different day.	7 days
		- Adequate Tea, Milk and Coffee (quantity as per need).	
Lunch	13:00 hrs to 14:00 hrs	- Unlimited Rice (Veg biryani, lemon rice, jeera rice, plain rice, onion rice, etc.).	5 days (vegetable sabzi) 2 days (paneer gravy sabzi)
		- Unlimited Chapati (with and without Ghee, quantity as per need). (On weekends variety of breads should be provided Puri, Parantha and Nan)	
		- Adequate Dal (quantity as per need).	
	16:30 hrs to 17:00 hrs	- One unlimited vegetable sabzi (quantity as per need). (Two sabzi on weekends out of which one should be paneer gravy sabzi)	7 days
		- Adequate Salad and pickle (quantity as per need). Lemon & Green Chilies (both raw and fried) / Tomato or Onion/ Any two of the following: cucumbers, beetroots, carrots, radish (except when Groundnut, Corn, Sprouts, Minced, or Cabbage Salad is served).	
		- Fried Papad/ Roasted Papad quantity as per need).	
		- Fryums/ Chutney (quantity as per need).	
Evening Break	16:30 hrs to 17:00 hrs	- One item from Breakfast List (other than breakfast item of that particular day) with cookies.	7 days
		- Adequate Tea and Coffee (quantity as per need).	7 days
Dinner	20:00 hrs to 21:30 hrs	- Unlimited Rice (Veg biryani, lemon rice, jeera rice, rice, etc.).	7 days
		- Unlimited Chapati (with and without Ghee, quantity as per need).	7 days
		- Adequate Dal (quantity as per need).	7 days
		- One unlimited vegetable sabzi (quantity as per need).	7 days
		- Sweet Dish (quantity as per need).	2 days
		- Adequate Salad and pickle (quantity as per need). Lemon & Green Chilies (both raw and fried) / Tomato or Onion	7 days

2. All day Dinning Menu

SN	Items	Quantity/Details
1	Samosa/Kachori	120 gm
2	Poha with Jalebi	150 gm / 50 gm
3	Patties/Allu Bonda	100 gm
4	Veg Maggi	200 gm
5	French Fries	150 gm
6	Aloo/Gobhi/Veg Paratha	2 Pieces
7	Lassi (Sweet/Salty)	200 ml
8	Mahi (Salty)	200 ml
9	Tea	100 ml
10	Coffee	100 ml
11	Sandwich (Veg, 2 Double Slices with Sauce)	Two full bread slices to be used
12	Pakode/ Mangode/ (Veg/Plain/Paneer)	100gm

Annexure-5.10.2**Part – B of Price Bid****B. General Structure for Conferences, Seminar, Meetings & Other Events – High Tea, Lunch/Dinner, Buffet Items****To be Paid by SSR - GSP**

An indicative list of items that would be required is listed below:

3.1 - Buffet

Veg – Buffet (includes Item number A,B,C,D,E,F,G,H,I)		
A	Vegetables Items	Any 2 Items can be selected
1	Mutter Mushroom	
2	Bhindi Masala	
3	Mushroom-Do-Piazza	
4	Cheese Tomato	
5	Mix Vegetable	
6	Peas Korma	
7	Kadhi Pakora	
8	Gobhi Aloo Masala Veg.Hot	
9	Veg. Sweet & Sour Dum Aloo	
10	Veg. Manchurian /Palak Corn	
11	Shahi Paneer	
12	Palak Paneer	
13	Paneer Pasanda/ Palak Kofta	
14	Paneer Lababdar	
15	Paneer Butter Masala	
16	Paneer Bhujia	
17	Kadai Paneer	
18	Mattar Paneer	
19	Chana Masala/Rajma Masala	
20	Garlic Malai Kofta	
B	Dal	Any 1 Item
1	Dal Makhani	
2	Yellow Dal Tadka	
3	Dal Panchratan	
4	Dal Fry	
5	Dal Tadka	
C	Salads	Any 2 Items
1	Sprout Salad	
2	Papad/Achar	
3	Green Salad /Cucumber Salad	
D	Raita	Any 1 Item
1	Plain Curd	
2	Boondi Raita	

3	Mint Raita	
4	Mix Veg. Raita	
E	Breads	Any 3 Items
1	Tandoori Roti	
2	Puri / Kachori	
3	Naan / Missi Roti	
F	Rice	Any 1 Item
1	Mix Veg. Pulao	
2	Fried Rice	
3	Peas Pulao	
4	Jeera Rice	
5	Plain Rice /Steam Rice	
G	Desserts	Any 1 Item
1	Ice-Cream	
2	Kulfi	
3	Rasmalai	
H	Sweets	Any 2 Items
1	Sponge Rasgulla	
2	Kheer	
3	Moong Dal Halwa	
4	Gulab Jamun	
5	Jalebi With Rabri	
I	Soup	Any 1 Item
1	Sweet Corn Soup	
2	Man chow Soup	
3	Hot & Sour Soup	
4	Cream Of Tomato Soup	
	Manpower	
1	Well Dressed Professional Waiters	In Each Counter, Dedicated Manpower For VVIP, gloves to be used by all staff.
2	House Keeping (by the caterer)	Housekeeping Staff to Maintain Hygiene, Cleaning of The Dining Area
	Cutlery	
1	Cutlery	Bone China Quality Cutlery to Be Used, Dessert
2	Cutlery	Cutlery, Main Course Cutlery, Or Better to Be Used
	Tables	
1	Clean Table & Table Covers with Decoration	Kitchen Table, Serving Tables Etc.
	Kitchen Area	
1	Designated Kitchen Area	Proper Masking of Kitchen Area

3.2 Premium Thali

Lunch / Dinner			
S.No.	Item	Details	
1	Premium Thali	Dal tadka/Dal Makhani, Dry Sabji (any seasonal veg), Paneer Sabji (Gravy), 1 Sweet, Roti (5)/Parantha (3)/Naan (2) (With Ghee/Butter), Salad, Papad, Raita (Boondi, Fruit, Veg), Wooden spoon, Napkin, Achar	

3.3 Others

S.No.	Item	Details
1	Light High Tea	Tea/Coffee/Green Tea and Cookies/Wafers
2	High Tea	Cold & Hot Beverage Station, Cookies, Wafers, Snacks (2), Dry Fruits, Dessert
3	Light Snack Box	Juice Tetra Pack/Water Bottle, Samosa or Kachori, 1 Namkeen/Wafers (with box)
4	Snack Box	Juice Tetra Pack, Samosa or Kachori, Sandwich, 1 Dessert, 1 Namkeen/Wafers, 250ml Water Bottle (Box Quality – Standard))
5	Water Bottles	Bisleri or equivalent, 250 ml
		Bisleri or equivalent 500 ml
		Bisleri or equivalent 1000 ml
6	Water Dispenser	Bisleri or equivalent, 20L Water Jar with dispenser

Infrastructure details

1. Boy's Hostel - 634 Capacity
 2. Girl's Hostel - 634 Capacity
 3. Trainer's Hostel - 216 Capacity
 4. Canteen- 500 Seating Capacity
 5. The current capacity is 320, which will double by 15.05.2025 (End of Current Admission Cycle).
 6. Total Intake of the institute is 6000 Trainees institute is aiming to operate on full strength by the end of current academic year.
-
1. **Proper food handling, storage, and preparation are essential. Ensure that staff is trained in food safety practices, and follows all local health department guidelines.**
 2. Prepared to accommodate dietary restrictions, special requests, and changes to the menu or event Timeline.
 3. **Maintain a clean and organized buffet area:** Keep your buffet area clean and organized, and dispose of waste properly.
 4. **Label dishes:** Clearly label each dish with the name of the dish and any allergen information to ensure guests are aware of the ingredients.
 5. **Monitor the buffet area:** Ensure that the buffet area is kept clean and tidy throughout the event, and replenish food and supplies as needed.
 6. **Food should be served immediately after it is cooked.** If food needs to be held for more than two hours, it should be kept at the appropriate temperature.
 7. **Ensure that you have enough cutlery available for all guests, plus some extra in case of unexpected guests. Use high-quality cutlery that is durable, easy to handle**
 8. **Clean cutlery thoroughly:** Ensure that all cutlery is thoroughly cleaned and sanitized before use.
 9. **Use separate serving utensils:** Use separate serving utensils for each dish to prevent cross-contamination
 10. **Use tongs for self-serve stations:** Provide tongs for guests to use at self-serve stations to prevent them from touching the food directly with their hands.
 11. Keep cutlery separate from other utensils, such as serving spoons and tongs, to prevent confusion and cross-contamination.
 12. **Label cutlery stations:** Clearly label cutlery stations so that guests know where to find the cutlery they need.
 13. Dustbins in different areas
 14. Electric equipment like, fridge, cooler, mixture grinder, cooking equipment Power extension cord, etc.
 15. New Food items can be added or remove with prior notice.
 16. **South Indian Dishes:** Special chutney and sambhar must be served with all South Indian dishes (e.g., idli, dosa, etc.).
 17. **Biryani and Pulav:** Raita must be served with Biryani. Plain rice can also be served alongside Biryani or Pulav.
 18. **Accompaniments:** Ketchup, butter, jam, curd, and chutney must be provided as needed.
 19. **Food Temperature:** Food must be served and maintained warm at all times.

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20. **Dining Area Cleanliness:** The caterer must ensure the cleanliness of the dining area at all times.
 21. **Curd with Parathas:** Curd must be served with Parathas at all times.
 22. **Jain and Boiled Food:** To be served as per requirement with prior notice.
 23. **Prohibited Substances:**
 - a) The use of monosodium glutamate (Ajinomoto) is strictly prohibited.
 - b) Colouring agents causing health effects are not allowed.
 - c) Items prohibited under the tender agreement should not be kept in the hostel mess or premises.
 24. **Counters:** A Sufficient number of operational counters must be available
 25. **Management Contact List:** A formal list of management or supervisory positions must be maintained, stating contact persons for specific issues in the mess. Changes in this list must be communicated in advance unless in emergencies.
 26. **Complaint and suggestion register:** A complaint and suggestion register must be maintained. Complaints should be addressed promptly with corrective measures in consultation.
 27. **Event Catering Services:** Catering for institute events or other hostel events requires written permission from the department at least three days prior to the event
 28. **Guest Meal Coupons:** Coupons for guest meals and additional items shall be issued strictly on the basis of requisitions received from hostel residents or against cash payment. The rates for such items must be determined in advance and clearly communicated to the hostel administration and residents as per the terms of the tender.
 29. **Fresheners:** Fresheners must be regularly used in the dining, kitchen, and washing areas to avoid foul smells.
 30. **Stale Food Prohibition:** No stale food items should be found in the mess 12 hours after preparation. Fines will be imposed by the mess council and Authorized SSRGSP.
 31. **Price Bifurcation:** A detailed bifurcation of meal prices must be done and shared.
 32. The vendor may be allowed to sale pack snacks, Cold/Hot beverages on MRP of reputed brands
 - Area will be provided to Operate & serve to the Officials/visitors etc, all items should be served
 - In the Directors/Officers or Other site(s) as may be demanded.
 - Quantity wherever not mentioned should be served in standard quantity or decided by competent Authority.

A. BRANDS OF CONSUMABLES PERMISSIBLE

Cheese	Amul, Mother Dairy, Britannia
Rice	Royal, Daawat, India Gate
Basmati Rice for special rice	Daawat, Devaaya, Kohinoor
Custard Powder	Wakefield
Handwash	Lifebuoy, Santoor, Dettol, Godrej
Oil (Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara use of Hydrogenated (vanaspati) oil is strictly prohibited
Pickle	Mother's, Priya, Tops, Nilon's
Atta	Ashirvad, Pillsbury, Annapurna, Silver Coin, Chakki Fresh Atta
Instant Noodles	Maggi, Top Ramen, Yipee
Flavoured drinks	Rasna, Roohafza, Mapro
Papad	As decided by the competent Authority
Butter	Amul, Mother dairy, Govardhan, Sanchi
Bread	Modern, Britannia, Top-n-Town, AM's, Popular
Cornflakes	Kellogg's, Others Reputed Brand
Chocos	Kellogg's, Others Reputed Brand
Jam	Kisan, Mapro, Mala's
Ghee	Amul, Mother Dairy, Britannia, Goverdhan, Sanchi
Shrikhand	Amul, Sanchi
Frozen yogurt	Mother dairy, Amul, Sanchi
Milk	Amul, Mother Dairy, Govardhan, Sanchi, Gokarna
Paneer	Amul, Mother Dairy, Sanchi, Gowardhan or As decided by the council
Tea	Brooke bond, Lipton, Tata, Taaza, Bagh Bakri, Tez
Coffee	Nescafe, Bru
Ice Cream	Amul, Mother Dairy, Kwaliti Walls. Natural's, Havmor, Top nTown
Soya	Nutrela or As decided by the Competent Authority

Frozen Peas	As decided by the competent Authority
Any other branded item	If available from above list of brands
All non-branded	As decided by the council

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

B. Raw Material and Quality Control

Requirement	Details
Raw Materials	All raw materials, including packed items, must be of good, reputed, and branded products.
Vegetable Quality	Vegetables must be fresh, free from decay, and meet high standards of hygiene and nutrition.
Regular Checks	High-quality raw materials must be ensured through regular checks and adherence to food safety standards.
Trusted Brands	Oil, spices, and other cooking essentials must be of trusted brands with proper certification.
Packaged Food Items	All packaged food items must display clear manufacturing and expiry dates. Expired products must not be used under any circumstances.