



## **RAKSHA SHAKTI UNIVERSITY**

New Mental Corner, Meghaninagar, Ahmedabad-380016

Web: [www.rsu.ac.in](http://www.rsu.ac.in), Email: [registrar@rsu.ac.in](mailto:registrar@rsu.ac.in), Ph.: 079-22683762

**Tender Notice No: 02/2018 Dated: 07/08/2018**

**For Canteen Services for students and employees of the University**

Sealed bids are invited, from contractors with proven track record, for providing canteen services for students and employees of the University. Interested agencies may visit our website : [www.rsu.ac.in](http://www.rsu.ac.in) for tender specifications, terms & conditions. Last date for submission of tender is 05/09/2018, 1800 hrs.

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**For Canteen Services for students and employees of the University**

Sealed bids are invited, from contractors with proven track record, for providing canteen services for students and employees of the University in the University campus with the following terms and conditions;

- 1) Interested agencies may submit their sealed bids under Two-cover system as per **Technical Specifications and Price Bid** given at **Annexure I** and **General Terms & Conditions** given at **Annexure II**.
- 2) Agencies are required to submit their **Details** in the format given at **Annexure III** along with their technical bids. They are also required to submit a signed **Declaration** in the format given at **Annexure IV** after carefully reading all the terms & condition.
- 3) A **Checklist** and **Compliance statement** against each item of Annexure I & III thereon shall also be submitted individually.
- 4) The tender shall be sent in a sealed packet, containing two separate sealed envelopes (one for Technical Bid and one for Price Bid) along with prescribed tender fee and Earnest Money Deposit (EMD), duly super scribed with **Tender Notice No: 02/2018 : 07/08/2018, to the Office of the Registrar, Raksha Shakti University(RSU), New Mental Corner, Meghaninagar, Ahmedabad-380016 on or before 05/09/2018, 1800 hrs.**
- 5) For any query pertaining to this bid document, all communications may be addressed to the Registrar, Raksha Shakti University.
- 6) The technical bid will be evaluated first and price bids shall be opened only in respect of those agencies, who are found technically qualified after evaluation of Technical bids. **The Technical and Financial bids shall be opened on 07/09/2018 and 11/09/2018 respectively. at 11.30 hrs at the office of the Registrar, Raksha Shakti University.**
- 7) **The estimated cost of the work is approx. Rs. 1.20 Crores Per year.**

**TECHNICAL SPECIFICATIONS & PRICE BID****Item No. 1: Monthly Rent offer**

Minimum rent of Rs. ....../- (Rupees (in words) ..... only) per month (except vacation period) plus actual electricity bill will be required to be paid by the contractor.

**Item No. 2: Rates to be provided by the contractor**

Students should be provided following food (unlimited) wherever applicable

- 1) Morning breakfast (Poha, Upma, Banna Shake, Tea-Coffee, Alu Paratha, Maggi, Bread Butter, Sandwich, Thepla, Idli - Sambhar)
- 2) Lunch (Two vegetables, Chapatti, Dal, Rice, Buttermilk/Curd, Salad, Pickle)
- 3) Evening snacks (Samosa, Puff, Pakoda, Kachori, Bhel, Dabeli, Vadapav, Sandwich, Tea/Coffee, Fruits)
- 4) Dinner (Two vegetables, Chapatti, Buttermilk/Curd, Salad, Pickle, Khichdi/Rice-Dal)
- 5) Sweet and Farsan on Thursday (Lunch Time) and Sunday (Dinner Time) of every week
- 6) Whole day tea, coffee, milk, biscuits, bread butter

	Remarks	Monthly Rate	Itemised Rate
	Per month for above listed items		
<b>For Students &amp; For employees</b>	Breakfast (Per dish)		
	Snacks (Per dish)		
	Lunch (Per dish)		
	Dinner (Per dish)		
	Tea (Per cup)		
	Coffee (Per Cup)		

**Note:**

- 1) The above rates are fixed for one year and can be revised only after completion of one year with the approval of the University; however, rates cannot be increased by more than 20 % for any item compared to previous year. Proportionate amount of revised rate of food items will be used for revision in the rent every year.
- 2) Wafer, Biscuits, Chocolate, Ice-cream, Mineral Water, Cold drink etc should be provided at the Maximum Retail Price.
- 3) Additional list of items with quantity and rates should be provided.
- 4) Menu will be decided by the mess committee and quality of the items also tested by the mess committee or by external agency authorized by University or as per Government Rules.
- 5) There are approximately 500 Students and 150 Employees and other service providers i.e. security, housekeeping staff etc. in the University.
- 6) University observes vacation in the month of May-June and November-December, However, few students or employees may use the canteen services as per with requirement on payment of charges.

## ANNEXURE – II: GENERAL TERMS AND CONDITIONS

### (1) Eligibility Criteria

- (a) The applicant should have been in catering business (excluding beverage and snacks services) for a minimum period of three years as on 01/04/2018
- (b) Experience of having successfully run the catering services during the last three years in ending 01/04/2018 as per following:

- One similar completed work worth Rs. 75 Lakhs

#### AND

- 3 similar completed works each having not less than 200 persons on its dining strength. OR
- 2 similar completed works each having not less than 300 persons on its dining strength. OR
- 1 similar completed works each having not less than 500 persons on its dining strength.

**Similar nature of work means the running of the Canteens/messes of educational institutions / organizations with residential facilities.**

- (c) Average Financial Turn-Over (Gross): The bidder's average annual financial turnover (gross) in catering services during the last three financial years, duly audited by CA should not be less than 75 lakhs (Rs.25 lakhs per year) Year in which no turnover is shown would also be considered for working out the average.
- (d) Financial Solvency: The bidder should have a solvency of 30% of the cost of the work. A certificate to this effect may be enclosed from the banker.
- (e) Bidder should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues and undisputed liability. An undertaking to this effect must be submitted.
- (f) Bidder must have enough supervisory staff, in addition to the requisite number of staff required for efficient management of Canteen /Cafeteria at the University. (Certificate required).
- (g) Performance Certification: The bidders' performance, as per format at Annexure-VI for each work completed in the last three years and in hand should be certified by a competent Authority from the concerned organization. The certificate should also indicate the compliance of statutory requirements.
- (h) Tenders received without proper documents, including demand draft, shall be summarily rejected.
- (i) If required the team of University may visit the sites of the contractor to inspect the site(s) at present contract(s) for on-the-spot first hand information regarding the quality of food and services provided etc.

On the basis of above the financial bids shall be opened.

- (2) **Last Date of Submission of Sealed Bids 05/09/2018, 1800 hrs. The Technical bids will be opened on 07/09/2018 at 11.30 hrs in the Office of the Registrar, Raksha Shakti University .**
- (3) **Contract Period:** The successful bidder will be required to provide the services for the period of three years and can be extended for the further period of three years subject to satisfactory performance and approval of the University. The quoted rates should be fixed for one year and

can be revised only after completion of one year with the approval of the University; however, rates cannot be increased more than 20% for any item compared to previous year.

- (4) **Tender Fee:** An amount of **Rs. 1500/-** (Rupees (in word) One thousand five hundred only) as tender fee (nonrefundable) is to be paid. The payment shall be made by Demand Draft from any Nationalized Bank and paid in favour of “Raksha Shakti University”, payable at Ahmedabad. **Bids without Tender Fee will not be accepted. This should be enclosed separately in an envelope and stapled with the Technical Bid document superscribing Tender fee.**
- (5) **Earnest Money Deposit (EMD):** An amount of **Rs. 2,00,000/-** (Rupees (in word) Two lacs only) in the form of Demand Draft drawn in favour of “Raksha Shakti University”, payable at Ahmedabad as **E.M.D. should be enclosed separately in an envelope and stapled with the Technical Bid document superscribing EMD. Any bid without EMD will be summarily rejected. No interest is payable on EMD.** EMD will be refunded to the unsuccessful bidder, after 15 days from the completion of the tender process. The EMD of successful agency awarded with the contract to be treated as part of security deposit towards Performance Guarantee.
- (6) **Security Deposit & Performance Guarantee:** An amount of **Rs. 6,00,000/-** (Rupees Six lacs only) as Security Deposit is to be paid by the successful bidder towards **Performance Guarantee.** The security deposit so paid may be refunded on submission of Bank Guarantee towards Performance Guarantee for the equivalent value of security Deposit valid for one year (i.e. contract period) **warranty period** drawn on any commercial bank. The Security Deposit shall be forfeited if the selected agency after award of contract, fails to execute the same or provide the services up to the satisfactory level. No interest is payable on Security Deposit.
- (7) **Price:** The price shall be **quoted in Indian Rupees only**, on free delivery at site basis. This shall be inclusive of all taxes.
- (8) **Bid:** Technical Bid and Price Bid should be submitted in two separate sealed envelope quoting Tender number on the top of the envelope. Tender Fee and EMD should be enclosed with the Technical Bid documents, in separate sealed envelopes, stapled with the packet containing Technical Bid documents. The franchise owner may either bid directly or authorize their agencies, to quote with valid authorization certificate, capability to sale and service of the products.
- (9) **Acceptance of Tender:** The Authority of Raksha Shakti University, Ahmedabad does not bind itself to accept qualified tendered based on additive technical and financial score and reserves the right to reject any or the entire tender bids received without assigning any reason thereof. The authority may also decide to empanel more than one franchise owner or their certified authorized agency and fix a price band for the product specifications offered by different companies/brands, compliant to minimum specifications asked in the tender. This is in view of the spectrum of products available in the market, requirements of the University.
- (10) **Extra Features:** If the bidder provides any other extra features on the supplied items which are not mentioned in the tender product specifications, then that shall be highlighted in clear terms, with documentary evidence/literature.
- (11) **Compliance List:** The proposal be properly indexed and a compliance list against the technical specifications should be provided.

- (12) **Conditional Offer** will not be accepted.
- (13) The benefit of any downward price revision (revision on account of budget/financial policy, tax revision, EPZ etc.) is to be given to Raksha Shakti University, Ahmedabad by the selected OEM/agency.
- (14) **Past Performance of the agency will be Considered at the time of Technical Evaluation.**
- (15) **The University does not bind** itself to offer any explanation to those bidders whose technical bids have not been found acceptable by the Technical Evaluation Committee.
- (16) **Bidders should** also enclose the following documents;
- a) Certificate of Registration/Trade License
  - b) Attested copy of PAN card, GST registration paper.
  - c) Audited statement of accounts and IT returns for the last three years
  - d) Name and address of past satisfactory supplies or minimum three clients to whom such items/services have been supplied should be mentioned in the technical bid.
  - e) Copy of product literature, for which the prices have been quoted.
  - f) A write up on service and maintenance capability.
  - g) Signed copy of the tender document, with company seal, agreeing to the terms & conditions and declaration
- (17) The bids (technical and price bids) once submitted shall be the property of the University and shall not be returned to the agency in future.
- (18) **The person/officer signing** the tender/bid documents should be authorized by the Chief Executive Office/Managing Director / Proprietor / Partner of the firm to sign such documents.
- (19) **Opening of Price Bids:** The Price Bid(s) of only those agency(s) who are found technically qualified will be opened and the same will be opened before the technically qualified agency(s). Preference will be given to the bidder who score highest total score (Technical Score + Financial Score).
- (20) Tenderer or his/her authorized representative (with proper authorization letter for attending opening of technical bids and also for opening of price bids) may choose to be present at the time of opening of Technical Bids/Price Bids.
- (21) **IMPORTANT:**
- a) University may accept or reject any or all the bids in part or in full without assigning any reason. The University at its discretion may change the quantity/upgrade the criteria/drop any item or part thereof at any time before placing the Purchase Order.
  - b) A bid submitted with false information will not only be rejected but also the franchise owner/agency will be debarred from participation in future tendering process.
  - c) The franchise owner/Agency need to submit a certificate during opening of technical bids that they are not currently debarred or blacklisted in any state level/national organization or educational institute/university.
  - d) In case of any dispute, the decision of the Director General of this University shall be final and binding on the bidders.
  - e) For any query pertaining to this bid document, correspondence be addressed to: The Registrar, RSU.

- f) In case the due date for opening tender happens to be a holiday, the same will be opened on the next working day. The timings will however remain unchanged. Please Note that the University remains closed on Second & fourth Saturday, every Sunday & Public Holidays.

## Basis of Technical and Financial Evaluation

### Technical Evaluation (Scoring System)

DESCRIPTION	Parameters	Points
The bidder's annual turnover during the last three years. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc.	Up to 75 lakhs - 1 Crore	4
	1 to 1.5 Crore	7
	More than 1.5 Crore	10
Number of successful run (at least three) similar Canteen / Mess / Cafeteria projects at a University/Institute/Recognized organization.	3	5
	4-6	7
	More than 6	10
Service and Maintenance quality of similar facilities at other institute based on feedback report of head of concerned organization. Proof : Submit feedback report.	Good	1
	Very Good	3
	Outstanding	5
Should have office or Administration centre in Ahmedabad/Gandhinagar. Proof : Submit Trade License & Electricity Bill	Yes	5
	No	0

### Financial Evaluation (Scoring System)

DESCRIPTION	Parameters	Points
Rent Offered (Rs.)	Up to 1 lakh	8
	1 to 1.5 lakhs	15
	1.5 to 2 lakhs	25
	More than 2 lakhs	30
Rates quoted for monthly food menu (Rs.) Including Morning Breakfast, Lunch, Snacks & Dinner along with fixed schedule Tea/Coffee.	Upto 2500	20
	2500 to 3000	15
	3000 to 3500	10
	3500 to 4000	5
	More than 4000	0
Itemized Rate Menu (Rs.) Lunch and Dinner (Price per dish)	30 or less	10
	30-40	5
	40-50	2
	More than 50	0
Itemized Rate Menu (Rs.) Morning Breakfast and Snacks (Price per dish)	15 or less	5
	15-20	3
	More than 20	1
Itemized Rate Menu (Rs.) Tea / Coffee (Price per cup)	5 or less	5
	5-10	2
	More than 10	1



## **Evaluation Procedure :**

1. The bidder must fulfill the above qualification conditions for evaluation of their responses. Technical scoring would be undertaken for participants meeting the Pre Qualification Criteria only.
2. Selection will be used on Quality and Cost Based Selection (QCBS) method with 30% weightage to technical score and 70% to financial score.
3. Response of responders fulfilling the above eligibility/pre-qualification conditions will only be evaluated by the duly constituted evaluation committee. Responses of the responders not fulfilling the eligibility/pre-qualification conditions given above shall be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
4. The authority reserves all right to change/amend any requirements or clauses as is required for the execution of the project and such changes would be notified only to the bidders.
5. Participants scoring at least 15 out of 30 in technical scoring would be considered for evaluation of financial bid any responses scoring lower than 15 in technical scoring would be summarily rejected. **The minimum technical score “TS” required to pass is 15 points.**
6. Criteria and point system for the evaluation of Commercial Proposals are :  
**Total Score = Technical Score (TS) + Financial Score (FS)**

### **ANNEXURE – III: TECHNICAL BID DOCUMENT FORMAT TO BE FILLED FOR SUBMITTING TENDER**

- 1) Name of the Tenderer :
- 2) Status of the Tenderer : (attach documents, if registered company/partnership/proprietorship)
- 3) Details of key top official/authorized official: (attach details)
- 4) Details of tie-ups for supply/services, if any : (attach details, agreements, escalation matrix)
- 5) Income Tax and Service Tax / GST returns of previous three assessment year (copy)
- 6) Financial status of bidder and/or his associates including Annual Report & Balance Sheet/Statement of Account of past three years with Registration of Companies (ROC) receipts duly authenticated by Chartered Accountant
- 7) Current list/address of clients where similar service has been supplied and successfully working
- 8) A copy of the presentation showing his past records shall be attached and if required need to make presentation at the time of technical evaluation at the University.
- 9) Name of the Agency's three largest clients, to whom similar services were extended & amount of transaction/annual bills to such clients
- 10) Income Tax Permanent A/c No. (attach copy) & GST No. (attach copy)
- 11) **Details of Tender Fee: Bank Draft No.**\_\_\_\_\_, **issuing branch** \_\_\_\_\_ **and date** \_\_\_\_\_.
- 12) **Details of EMD: Bank Draft No.**\_\_\_\_\_, **issuing branch** \_\_\_\_\_ **and date** \_\_\_\_\_.

This is certified that all above information are correct to the best of my/our information, knowledge and belief.

Dated signature & seal of the Authorized person of contractor

**NOTE: This is to be submitted in a separate sealed envelope** super scribing “TECHNICAL BID”, Notice inviting **Tender Notice No: 02/2018 Dated: 07/08/2018** and name of the bidder. All technical documents like literature, catalogues etc., are to be put in the same envelope. Price bid of that company/firm only will be opened which do technically qualify, for further consideration. **Attach all relevant documents in the same serial order as above, properly indexed, duly signed and sealed.**

**ANNEXURE – IV: DECLARATION**

- 1) I, ----- Son /Daughter of Mr. -----  
----- Proprietor/Partner/Franchise owner/MD/Director/  
Authorized Signatory of M/s. ----- am competent to sign  
this declaration and execute this tender document.
- 2) I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
- 3) The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
- 4) I/ we/ am are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
- 5) Each page of the tender document and papers submitted by my Company is authenticated, sealed and signed, and I take full responsibility for the entire documents submitted.

Date: -----

Place: -----

Signature of the Authorized Person:

Full Name: -----

Company Seal: -----

**TERMS OF CONTRACT****1. SCOPE OF THE LICENCE FOR WORK & SERVICES**

The scope of the licence for work & services to be executed there under by the Contractor shall include—

- 1.1 Occupation of the cafeteria and surrounding premises and custody of the Assets and Articles provided by the University.
- 1.2 Procurement of all materials of approved brand/quality for preparing the fresh food items as per approved menu.
- 1.3 Prepare food in clean, hygienic and safe conditions as per approved menu at cafeteria and proper serving of the same. Students and visitors from various parts of the country as well as abroad needs to be served food items according to their taste and requirement.
- 1.4 Providing all utensils, tools and equipment, appliances including grinders, fridges, freezers, Owen, microwave, gas supply, accessories, stainless steel vessels, utensils, serving plates, spoons, glasses, etc for storing & serving all items including hot-water bins or any other thing/arrangement for storing food hot at the dining in Cafeteria / Canteen
- 1.5 Providing hand wash soap/solution at the wash basins;
- 1.6 Timely cleaning of all the plates, cups, saucers, water glass, spoons, forks, knives, all the vessels used for cooking etc., with non-corrosive soap/detergent powder or solution and hot water and dried and kept ready for serving.
- 1.7 Washing the kitchen, dining area, and furniture with water and noncorrosive soap/detergent powder or solution and mopping the furniture and floor after every meal.
- 1.8 Disinfecting the occupied premises used by the contractor at least once in a month.
- 1.9 Collecting the garbage, waste and discarded materials from the premises and disposing off properly on regular basis.
- 1.10 Maintaining all registers and records as may be required for running Cafeteria / Canteen.
- 1.11 Doing all other works, providing all required materials and all other services incidental to the above;
- 1.12 Deployment of all labour and supervision, lead, lift and conveyance, etc, for doing all works and providing all services, as above;
- 1.13 Maintaining the assets and articles provided by the University in top conditions; and
- 1.14 Such other things to be provided or done, as stipulated herein, or though specifically not stated, yet are essential for providing mess(catering) facilities to the satisfaction of the University.

**2. SUBLETTING & TRANSFER**

The Contractor shall not transfer, assign, pledge or sub-contract or sub-let its rights and responsibilities under this licence, either in part or in whole, to any other agency or party without prior written consent of the University.

### 3. ASSETS & ARTICLES TO BE PROVIDED BY THE UNIVERSITY

The University will provide the following facilities to the Contractor for the purposes of providing Cafeteria / Canteen facilities as envisaged herein.

Existing Facilities:

- 3.1 Approximately Total area 8644 sq. ft. area 2 Dining Hall (Ground floor+ 1<sup>st</sup> floor) with standard fitting, fixtures and basic requirement i.e. water, drainage and electricity, 2 kitchen, 3 dining lounge, 2 service area, 4 stores and 1 cold storage with carrying capacity of 700 persons (including terrace) will be provided for operating canteen services and the contractor will have to manage other requirement i.e. equipment (except provided by the University), gas supply etc.
- 3.2 However if found necessary on account of shortage of water supply, water tankers shall be arranged by the Contractor at own expenses
  - a) The Contractor shall bring in furniture, other articles, appliances, equipment, things, etc as may be required from time to time for providing the Cafeteria / Canteen facilities satisfactorily.
  - b) All the articles, appliances, equipment, etc brought by the contractor into the cafeteria premises must be registered with the University.

#### List of equipment to be provided by the University

<b>List of Kitchen Equipment at Permanent Campus of Raksha Shakti University, Lavad</b>					
<b>Item</b>	<b>Description</b>	<b>Make</b>	<b>Model</b>	<b>Size (mm)</b>	<b>QTY</b>
<b>Veg Prep Area</b>					
VP-01	HAND WASH	CUSTOM	CUSTOM	474 x 396 x 850	1
VP-02	TWON SINK UNIT	CUSTOM	CUSTOM	1300 x 700 x 850	1
VP-03	OVERHEAD SHELF	CUSTOM	CUSTOM	1300 x 300	1
VP-04	WORK TABLE	CUSTOM	CUSTOM	1200 x 700 x 850	1
VP-05	VEGETABLE CUTTER	ROBOT O COUPE	Cutter	7 LTR.	1
VP-06	UNDERCOUNTER REFRIGERATOR	CUSTOM	CUSTOM	1753 x 711 x 850	1
VP-07	WASTE BIN	CUSTOM	CUSTOM	450 DIA	1
VP-08	POTATO PEELER	CUSTOM	CUSTOM	10 KGS	1
<b>WALK-INS</b>					
WC-01	Walk - In Chiller	DESMON / BLUESTAR/CELFROST		2238 x 1909 x 2300	1
WC-02	Walk -In - Freezer	DESMON / BLUESTAR/CELFROST		2238 x 1601 x 2300	1

WC-03	Shelvings	CUSTOM	CUSTOM	914 x 457 x 1500 Cold room sizes to verify before manufacturing	8
WC-04	Floor Grating	CUSTOM	CUSTOM	820 x 370	2
<b>MAIN KITCHEN</b>					
MK-01	Hot Plate	CUSTOM	CUSTOM	1100 x 800 x 850	1
MK-02	Work Table	CUSTOM	CUSTOM	1200 x 800 x 850	2
MK-03	Three Burner Gas Range	CUSTOM	CUSTOM	1524 x 800 x 850	2
MK-04	Masala Trolley	CUSTOM	CUSTOM	1200x600x850	1
MK-05	Undercounter Refrigerator	CUSTOM	CUSTOM	1753 x 711 x 850	1
MK-07	Boiling Kettle	CUSTOM	CUSTOM	813 x 914	1
MK-08	Bratt pan	CUSTOM	CUSTOM	1100x876x900	1
MK-09	Floor Grating	CUSTOM	CUSTOM	650x825x350	2
MK-10	Double bowl sink	CUSTOM	CUSTOM	1962x700x850	1
MK-11	wall shelf	CUSTOM	CUSTOM	1962x300	1
MK-12	Exhaust Hood	CUSTOM	CUSTOM	2000X1000X500	2
MK-13	Exhaust Hood	CUSTOM	CUSTOM	1600X1000X500	2
MK-14	Dough Mixer	HOBART / FAGOR	HL-600	60 KGS	1
MK-15	Hot Chapati Plate with Pruffer	CUSTOM	CUSTOM	1500 x 800 x 850	1
MK-16	Working Table with SINK (RHS)	CUSTOM	CUSTOM	1800 x 800 x 850	1
MK-17	Work with under shelf	CUSTOM	CUSTOM	1839x711x850	1
<b>SERVING AREA</b>					
SA-01	Baine Marie	CUSTOM	CUSTOM	1500 x 650 x 850	6
SA-02	WORK TABLE	CUSTOM	CUSTOM	600 x 650 x 850	4
<b>DISHWASHING AREA</b>					
DW-01	SORTING TABLE WITH LHS SCRAP HOLE & OVERHEAD GLASS PLATE RACK	CUSTOM	CUSTOM	1800 x 850 x 850	1
DW-02	Waste Bin	NEELKAMAL/ SINTEX/ SUPREME		450 DIA	1
DW-03	DishWasher Hood Type	IMP	IMP	735x834x1510	1

DW-04	Pre-Rinse Unit	CUSTOM	CUSTOM	-	1
DW-05	THREE SINK UNIT	CUSTOM	CUSTOM	2515 x 750 x 850	1
DW-06	OVERHEAD DISHRACK	CUSTOM	CUSTOM	2515 x 500	1
DW-07	FLOOR GRATING	CUSTOM	CUSTOM	820 x 370	2
DW-08	Exhaust Hood	CUSTOM	CUSTOM	850 x 900	1
DW-09	Work Table	CUSTOM	CUSTOM	1050 x 750 x 850	1
DB	Dining Bench	CUSTOM	CUSTOM	1800x350x450	184
DT	Dining Table	CUSTOM	CUSTOM	1800x750x750	92
<b>STORE</b>					
ST-01	STORAGE racks	CUSTOM	CUSTOM	1100 x 500 x 1800	7
<b>DINNIG AREA 2</b>					
<b>DISHWASHING AREA</b>					
DW-01	SORTING TABLE WITH LHS SCRAP HOLE & OVERHEAD GLASS PLATE RACK	CUSTOM	CUSTOM	1800 x 850 x 850	1
DW-02	Waste Bin	NEELKAMAL/ SINTEX/ SUPREME		450 DIA	1
DW-03	DishWasher Hood Type	IMP	IMP	735x834x1510	1
DW-04	Pre-Rinse Unit	CUSTOM	CUSTOM	-	1
DW-05	THREE SINK UNIT	CUSTOM	CUSTOM	2515 x 750 x 850	1
DW-06	OVERHEAD DISHRACK	CUSTOM	CUSTOM	2515 x 500	1
DW-07	FLOOR GRATING	CUSTOM	CUSTOM	820 x 370	2
DW-08	Exhaust Hood	CUSTOM	CUSTOM	850 x 900	1
DW-09	Work Table	CUSTOM	CUSTOM	1050 x 750 x 850	3
<b>STORE</b>					
ST-01	STORAGE racks	CUSTOM	CUSTOM	1100 x 500 x 1800	11

#### 4 USE AND UPKEEP OF ASSETS & ARTICLES OF UNIVERSITY.

4.1 All the Assets and Articles of the University shall be the property of Raksha Shakti University and the contractor shall be merely the custodian of such Assets and Articles.

- 4.2 The premises provided by the University are allotted to the contractor for the purposes of running Cafeteria/Canteen for the University employees and students. The premises shall not be used for any other purpose except without the written permission of the Registrar of the University. Further, the Contractor shall not carry out any addition/alteration in the portion allowed to him for the above purpose, except with prior written permission of the Registrar.
- 4.3 Security of all the said assets and articles and upkeep thereof in good condition are the responsibilities of the contractor. It must be ensured by him, while carrying out the work that no properties provided by the University are damaged, Lost, theft or are put to careless and negligent use by his personnel.
- 4.4 Major civil, electrical and sanitary and water supply works will be attended by the University. Minor maintenance jobs such as replacement of light bulbs, tube lights, repair of taps, etc. are the responsibility of the contractor. Same make and model should be used as far as possible. Any such changes should be registered with University Engineer.
- 4.5 If any equipment, appliances, etc provided by the University is covered by warranty or annual maintenance contract, it shall be the responsibility of the contractor to inform the service provider of the maintenance requirements. Additional expenses on repairs and maintenance of all equipment, appliances, etc., if any, shall be borne by the contractor.

**5. COMMENCEMENT OF CATERING:**

The catering services shall be operated from a scheduled date which will be intimated to the caterer. Failing which the EMD/Security Deposit will be forfeited and the next eligible Tenderer as may be decided by the University will be offered the licence.

**6. ENGAGEMENT OF PERSONNEL & MATTERS INCIDENTAL THERETO:**

- 6.1 The contractor shall engage and provide adequate number of well-trained cooks and service personnel on all days including Saturdays, Sundays and holidays. The Cafeteria/Canteen shall remain **open at least 16 hours** on all days as may be communicated by the University. Employment of child labour is prohibited. So, none below 14 years of age will be employed by the contractor. No person with any offensive police record shall be employed or be allowed to work.
- 6.2 The contractor shall register all his employees, with the University, who will be deployed by him for running the Cafeteria/Canteen. For that purpose, prior to the commencement of the operation, the contractor shall furnish particulars of each employee — Name, the work assigned, age or date of birth, permanent address, health status, an undertaking from each individual that he/she was never involved in any criminal activity or arrested duly countersigned by the contractor along with a photograph of the employee and Aadhar Card or Identity Card.
- 6.3 The employees of the contractor should possess good health and be medically fit. They must be free from communicable and frequently recurring diseases which are considered unacceptable for handling food. In such case, the contractor will make alternative



arrangement at his cost. Whatever may be circumstance, it must be ensured that the running of Cafeteria/Canteen is not hampered.

- 6.4 Personal hygiene of the employees affects the quality of food supplied and hence it is of utmost importance that personal hygiene of the workers employed in Cafeteria/Canteen is ensured.
- 6.5 The contractor shall provide clean uniforms and name badge with photographs to his employees and ensure that all his employees are always dressed in clean and tidy uniforms while on duty. It is essential that employees of contractor adhere to the uniform code.
- 6.6 The contractor shall ensure proper discipline among his employees. He shall ensure that they abide by the rules, orders and instructions of University officials, the safety and security measures, do not act in any manner detrimental to the interests of University and indulge in any unlawful activity.
- 6.7 The contractor shall be personally responsible for the conduct and behaviour of his employees. If it is found that the conduct or efficiency of any employee is unsatisfactory or there is security risk or conflict of interest, he shall have to engage a new person in place of such an employee within 48 hours of intimation by the University.
- 6.8 The contractor shall be responsible for timely payment of wages to his employees not less than that as per Minimum Wages Act and fulfil all other statutory obligations, such as, leave, Provident Fund, ESI, etc. under law in force from time to time.
- 6.9 It shall be the responsibility of the contractor to meet transportation, food, medical and any other requirements in respect of the employees engaged by it. In that regard, university shall have no liability, whatsoever.
- 6.10 The contractor shall ensure that the employees engaged by him are under necessary insurance coverage. He shall be solely responsible for any injury, damage, accident to the employees or for any loss or damage to the equipment/property in the areas of work as a result of any act of the employees.
- 6.11 The contractor shall be solely responsible for the redressal of grievances of his workers or resolution of disputes between himself and the employees. University shall in no way be responsible for settlement of such issues whatsoever.
- 6.12 For all intents and purposes, the contractor shall be the “Employer” within the meaning of different Labour Legislations in respect of personnel so employed by him. Such personnel shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against the University.
- 6.13 The workers engaged by the contractor are not employees of the University and shall not have any claim whatsoever on the University.
- 6.14 In case of termination of this license/contract on its expiry or otherwise as provided herein, the personnel engaged by the contractor shall not be entitled to and shall have neither have any claim for any absorption, either on regular or on contract basis, nor of any relaxation for such absorption.
- 6.15 In essence, University shall have no responsibility/ liability whatsoever towards the employees engaged by the contractor who shall explain these terms to his employees.

## 7. **CLEANLINESS & HYGIENE**

High quality of hygiene, sanitation and safety shall be maintained in providing the cafeteria / canteen facilities;

7.1 Safe and hygienic food shall be provided at all times. The food shall be prepared, as per approved menu, in clean, hygienic and safe conditions. Without prejudice to any other punitive action in accordance with the terms and conditions hereof, any preparation not found to be wholesome or hygienic is liable to be rejected without any compensation.

7.2 High quality of hygiene, sanitation and safety shall be maintained at kitchen, dining area, wash area, etc, i.e. the entire Cafeteria/Canteen and surrounding premises. In particular,

- a) the kitchen, dining & hand wash area, dish wash area etc. shall be washed with water and cleaning material and mopped after every meal at the close of cafeteria hours, and be disinfected once in a month or as and when required
- b) All the plates, cups, saucers, water glass, spoons, forks, knives etc., are to be cleaned with cleaning material and hot water and dried compulsorily at the close of cafeteria hours.
- c) The furniture shall be washed with water and cleaning material and mopped, every evening at the close of cafeteria hours.
- d) All floors and counter tops are to be scrubbed regularly with cleaning materials.
- e) All vertical surfaces are to be dusted regularly. The period of cleaning should be such that there is no visible dirt or marks at any time.
- f) Appliances, equipment, etc should be cleaned and maintained properly.
- g) Electronic fly – kill / insect repellent equipment, as may be required, be installed.
- h) No trash is to be thrown inside or outside the premises except in properly covered bins. The garbage collected from the kitchen, dining area, dish wash area; etc will be disposed off every morning at proper place.
- i) Cleanliness and hygiene are two most important criteria; therefore, the contractor shall use only authorised chemicals, vessels and keep the area most clean and aesthetically beautiful as per the requirement of the University.

7.3 The Contractor shall ensure inspection and quality test of all items served in the recognized Food Laboratory once a month at least at his own cost, under the guidance of the University.

7.4 Designated Officer/Official of university will have 24-hour access to inspect the kitchen, storage, dining and other occupied premises at any time for ensuring the cleanliness and hygienic conditions therein. Such officer shall also be entitled to take away samples of food and other items prepared by the contractor, free of cost, for the purpose of inspection, testing, trial or analysis with a view to ensure that the food items served by the contractor are wholesome edible food and conform to the general guidelines/standards such food items for human consumption.

## 8. **MENU & RATE(S)**

The menu to be supplied and served shall be as follows.

8.1 Rate of all items shall be displayed on the Canteen rate Placard and at proper place.

8.2 On special occasions, the menu will be identified by the University. The rate(s) for the same shall be as mutually agreed by the University and the contractor. The payment for the

special meal will be made as per the approved rates after deducting the rates of the corresponding regular meal.

## 9. QUALITY OF RAW MATERIAL

All raw materials to be procured should be branded items only. Wherever, no branded items are available, high quality materials from reputed shops/vendors as approved by the University are to be procured for preparation of items.

9.1 University will monitor the quality of materials used or held in stock for use. Designated Officer/Official may also inspect such materials.

9.2 Without prejudice to any other punitive action in accordance with the terms and conditions hereof, any material procured for use is not found to be confirming to stipulated standard of quality, such materials shall be rejected without any compensation.

## 10. PERMISSIBLE BRANDS OF CONSUMABLES

ITEM	BRAND
Salt	Iodized salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Refined oil such as Sundrop, Nature Fresh, Godrej
Pickle	Mother's or Priyaor Tops
Atta	Aashirvad, Pillbury, Nature Fresh
Butter	Amul, Britannia, Mother Dairy
Bread	Harvest/Britannia make, Real, Laxmi, Real
Jam	Kissan, Nafed
Milk	Toned milk of Mother Dairy, Amul, Delhi Milk Scheme
Paneer	Amul/Mother Dairy
Tea	Brook Bond, Lipton, Tata
Coffee	Nescafe, Rich Bru
Biscuits	Britannia, Parle, Good Day
Ice Cream, Lassi, Curd	Mother Dairy, Amul, Cream Bell – all varieties
Mixtures/Chips	Haldiram/Bikaner/Real
Mineral Water	ISI marked Kinley/Bisleri/Himalaya
Besan	Dal Rajdhani/Uttam/ Gay Chhap
Rice	Basmati ( India Gate/Resham/Dawat )
Cold Drinks	Pepsi, Coke, Thums Up, Sprite, etc
Juices	Real, Tropicana, Natural
Lemon Water	Hello, Minute Maid, Limca
Sweet	Bikaner, Haldiram, Gwalia

The Contractor may use any other brand only after obtaining prior written approval from the University

## 11. STOCK & STORES

The contractor shall, at his cost, maintain adequate stocks of food grain, grocery, vegetables, gas, etc at all times so that timely preparation and supply of items are not affected.

## **12. PREPARATION OF FOOD ITEMS**

- 12.1 Burning of fuels except cooking gas is forbidden. Use of electricity for cooking purposes is discouraged.
- 12.2 All items to be cooked/ prepared shall be prepared in the kitchen. No cooked/prepared item, except some snacks, packaged items, sweets, as may be identified and approved by the University will be brought from outside.
- 12.3 No food cooked/prepared in the cafeteria may be taken out of the premises without prior permission.
- 12.4 Ordinarily, the food for the consumption of the workers need be cooked separately.

## **13. TENTATIVE MESS AND CANTEEN TIMINGS**

- 13.1 The canteen timings shall be **16 hours** on all days. The University may decide different timings for canteen and that shall be communicated to the contractor.
- 13.2 The contractor is not allowed to shut down the cafeteria or to change their timings without taking a prior permission [in writing] of the authority.

## **14. SERVICE OF FOOD AT THE DINING & HOSTEL ROOMS**

- 14.1 The following arrangements, but not limited to them, must be ensured.
  - a) As many serving trays, glasses, spoons, etc as equals 5% more than the dining strength shall be kept ready at the counters. These articles once used during a service hour shall not be washed for re-use during that service hour.
  - b) One supervisor each will always be present in both the dining halls during working hours. It is desirable that the same supervisor continues at least for one year. In case of any change, the University should be informed.
  - c) Supervisor(s) engaged must remain alert and ensure that catering goes on well and without any occasion for grievances.
- 14.2 The contractor shall serve only specified foods.
- 14.3 Only purified water (purified by Aqua guard/Modiguard/Portable water purifier) as installed at the dining has to be served for drinking.

## **15. MANAGEMENT & SUPERVISION OF THE CANTEEN**

Effective and efficient management of the canteen shall be the sole responsibility of the Contractor. In furtherance of that objective, the following arrangement will be in place.

- 15.1 Subject to the stipulations herein contained, the University shall formulate the rules relating to routine functioning, and wherever necessary upon discussion with the contractor. The rules will come into effect upon approval thereof by the University.
- 15.2 The contractor has to display the menu prominently in the canteen.
- 15.3 The contractor shall also display the list of extra items that are to be supplied in the Cafeteria/Canteen.
- 15.4 The canteen shall not be closed without prior permission of the University.

- 15.5 The relevant Rules and Regulations of university and all instructions given by the designated official of the University in the matter shall be strictly adhered to.
- 15.6 The Contractor shall depute a co-coordinator/supervisor who shall be responsible for immediate interaction with the designated officer of University so that optimal facilities are availed without any disruption.
- 15.7 For the purpose of smooth running the Contractor or his designated co-ordinator/supervisor shall attend all meetings as may be required. In such meeting (s), all disputes, differences and issues may be discussed for amicable resolution. For failure to attend such meeting, the Contractor may be levied with penalty.

**16. MAINTENANCE OF BOOKS & RECORDS**

Maintenance of books, ledgers, other records and documents related to running the Cafeteria/Canteen, the Complaint Book, the Inspection Book, etc shall be the responsibility of the Contractor. Complaint Book should be kept in the cafeteria at all the time and it should be accessible to all. All such records must be open for inspection by the University at all times.

**17. SAFETY MEASURES**

All safety measures must be taken care of and all care and caution exercised in order to avoid any accident, fire and other safety hazards. In the event of loss/theft/damage of/to the Assets and Articles of the University caused due to anything done by the Contractor or any of its employees, whether wilful or not, the Contractor shall remain liable for it and shall be made good or, as the case may be, replaced by the Contractor at its own expenses failing which twice the full cost thereof or the cost of making good/repair, as incurred by the University, whichever is higher shall be paid by the Contractor. Further the contractor shall undertake to keep the premises harm-free and indemnified against any damage arising on account of fire, theft or negligence on the part of the Contractor or his/her staff, to any property, to any resident or staff. University shall in no way be liable for any such incident occurring in course of performance under this licence/contract.

**18. PROHIBITED ACTIVITIES**

Further to the stipulation herein contained, nothing as stated in the next sub-para shall be undertaken or indulged in or be allowed under any circumstances. The Contractor shall not at any stage undertake or indulge in or allow undertaking by/ indulgence of his employees or anyone else,

- a) in any uncalled for activity, whether inside or outside the premises of university, which may bring disrepute to University;
- b) in any activity in University's premises, whether or not commercial in nature, falling outside the scope of stipulations herein set out;
- c) in particular, storing/supplying/selling/distributing drugs, alcoholic drinks, cigarettes or any other items of intoxication in University premises including hostel/mess/cafeteria ; and
- d) in smoking and consumption of alcohol/drugs in the premises.

**19. RENT**

The contractor shall pay the rent as agreed in the tender opening or revised before 5<sup>th</sup> of every month during the contract period.

**20. PERFORMANCE BANK GUARANTEE**

20.1 The Contractor need to operate the facilities under this licence/contract continuously for the entire period of its duration. In case of discontinuation of facilities by the Contractor at any time during this period or for non-satisfactory performances or breach of any terms and conditions of this licence/contract or non-compliance of the orders of competent authority, the Contractor shall forfeit his EMD/Security Deposit either in part or in whole, as may be decided by the University without prejudice to any other remedy available under this licence or under law.

20.2 Should the Security Deposit be forfeited or deducted by the University in part or in whole towards realisation of any amount under the terms of this Licence/contract during its duration, the contractor shall furnish a further Bank Guarantee for like amount in like manner.

**21. INSPECTION**

Further to the stipulations herein contained, the University reserves the right to periodically inspect any or all aspects of the operation of the Cafeteria/ Canteen facilities. In that regard, all co-operation must be extended by all concerned to the Designated Officer/Officials of at all times. Any omissions and commissions pointed out by such officers/officials during their inspection or recorded in the Inspection Book shall be properly attended to by the Contractor.

**22. STATUTORY LIABILITIES & COMPLIANCE THEREOF**

22.1 Compliance with the provisions of all laws of the State and Central Governments, Municipal laws, laws relating to cleanliness, sanitary, hygienic and health conditions, food and safety etc. with regard to the environment around cooking place, dining area, cafeteria and surroundings, etc, other laws in force at present and laws that may come into force after commencement of the Licence/contract including the rules or regulations framed there under and the notifications, instructions/clarifications issued under any such law/rules/regulations which are applicable to the works, acts, activities under this licence including all things incidental or consequential thereto and any other thing that the Contractor or his employees may choose to do on his/their own in course of performance under this licence/contract shall be the responsibility of the Contractor who shall comply all of them to the satisfaction of the Statutory Authorities concerned. In particular the contractor shall keep the premises neat and clean always conforming to the standards of hygiene prescribed guideline.

22.2 Compliance with the Contract labour Act, Minimum Wages Act, Workman's Compensation Act / Fatal Accident Act, Personal Injuries, Employees State Insurance

Act, Provident Fund Act, etc. in force from time to time and due discharge of obligation and liabilities under any such Act in respect of all workers or employees engaged by the Contractor in carrying on the works, acts, activities under the licence and any benefit payable or to be provided to all such workers or employees including all matter incidental or consequential thereto shall in particular be the responsibility of the Contractor and to his account.

- 22.3 The Contractor shall also obtain all licences, certificates, permits, etc from the Authorities concerned and file all returns, statements, etc with such Authorities, as may be required by or under any such law, as aforesaid.
- 22.4 All taxes, levies, cess, etc. payable in respect of the works, acts and activities carried on by the Contractor or matters incidental thereto shall be to his account. The Contractor shall deposit all such taxes, levies, cess, etc to the account of the concerned Authorities in time and comply with all notices, orders and Instructions/directions of any such authority in time and without fail.
- 22.5 Any liability, monetary or otherwise, on account of non-compliance or violation of any such Law, Rule, Regulation, Notification, etc, as aforesaid, and all expenses arising out of Statutory Proceedings, suits or other legal proceedings for such noncompliance or violation shall be the burden of the Contractor and to his account.
- 22.6 The Statutory/Regulatory Authorities may visit the Cafeteria /Canteen premises for inspection, as may be required. The Contractor or his representatives shall extend all co-operation to them at all times and produce all records, registers, etc, required under law to be maintained by him for their inspection.
- 22.7 Furthermore, the Contractor shall at all times indemnify and keep indemnified the University or its Officers and members of the Cafeteria/ Canteen Committee against all kinds of third party claims for any reason whatsoever including property loss and damage, personal accident, injury or death of any person.
- 22.8 In the event, due to act (s) of the Contractor or his employees, if —
- a) University is put to any liability, loss, obligations, etc. resulting from any action, claim, damages, proceedings or suit initiated against the University by any individual, agency or Statutory/Government Authority under any law, and/or
  - b) University is required to pay any claims or damages to any individual, agency or Statutory/Government Authority, and
  - c) incurs any expenditure in connection with such actions, proceedings or suits the Contractor shall be liable to make good/compensate such claims or damages including all expenses incurred by the University, failing which University shall be entitled to deduct appropriate amount from the performance security Deposit/Bank Guarantee furnished by the Contractor to University.

## **23. RESOLUTION OF DISPUTES AND JURISDICTION OF COURTS**

- 23.1 The Contractor and university shall make every effort to resolve any dispute or disagreement amicably by direct informal discussions/negotiations. In case of any unresolved issues / disagreements / disputes, the matter shall be referred to an Arbitrator, to be appointed under mutual consent, whose award shall be binding on both parties.
- 23.2 Even after the efforts as in 24.1 above, any dispute arising out of or in relation to this Licence/contract either during subsistence there of or thereafter remain unresolved, the same shall be referred, by either side, for sole arbitration of the Director General, Raksha Shakti University. Decision of the Director General on the reference shall be final, conclusive and binding on all concerned.
- 23.3 In case, even after arbitration, the Contractor has compelling reasons to go to the court, the matter shall be subject to the jurisdictions of District Court, Gandhinagar, Gujarat or the High Court of Gujarat. The resultant rights and obligations under this licence/contract will be adjudged in accordance with the Indian laws.

## **24. TERMINATION OF LICENCE/CONTRACT**

This License/contract can be terminated under any one of the following circumstances and in the manner as specified herein below.

- 24.1 The Registrar may terminate this Licence/contract by giving one month's notice to the Contractor, if he is of the opinion that—
- a) continuation of the licence/contract would be detrimental to the interests of the Students or University, or
  - b) the Contractor has undertaken or has indulged and allow indulgence in acts or activities particularly prohibited herein, or
  - c) performance of the Contractor does not meet the stipulated standard or is deficient, or
  - d) the Contractor has assigned/ sublet/ transferred his rights and responsibilities set out herein to a third party either in whole or part, or
  - e) there is such breach(es) or violation(s) of the term and condition, herein set out, that continuance of the Contractor is not desirable; and
  - f) the security deposit of the Contractor has been forfeited in full;
- 24.2 The Contractor may choose to terminate the license/contract by giving three months' notice, in exceptional circumstances, and with the approval of the University with clearing all the dues to University.
- 24.3 During the period of notice, as above, the Contractor shall keep discharging his duties as required hereunder till the expiry of notice period. Immediately on expiry of the notice period, the Contractor shall peacefully handover the all assets and articles with the fittings, fixtures, furniture, equipment, appliances, etc given to him, in such condition as stipulated herein.
- 24.4 In the event of termination of the licence/contract granted to the Contractor, the Registrar shall be at liberty to offer the licence/contract for the remaining duration of an academic session, at the cost of the contractor, to any other Tenderer who participated in



the same Tender as the contractor. In the event any such Tenderer declines to accept the offer, the Registrar may also award the licence to any other Party at the cost of the Contractor.

**25. HANDING OVER/ RETURN OF ASSETS & ARTICLES OF UNIVERSITY AND REMOVAL OF ARTICLES OF CONTRACTOR**

- 25.1 Within two (2) days of termination or expiry of the licence/contract, the Contractor shall handover peaceful vacant occupation of the licensed premises and returns all the articles of University in as good condition/working condition, as it were at the time when the contractor had received the custody thereof, except for normal wear and tear.
- 25.2 For failure to so hand over the licensed premises, the contractor shall be deemed to be in unauthorized occupation of the same. Without prejudice to the rights of University to have recourse to remedies available to it, the contractor shall pay Rs p per day of delay of unauthorized occupation.
- 25.3 Any articles not returned, twice the full cost of replacement thereof shall be paid by the Contractor.
- 25.4 The contractor shall remove his/her articles from the University Cafeteria/ Canteen premises after obtaining no due Certificate from the University. Failure to obtain a no due certificate prior to removal of articles may lead to the forfeiture of the security deposit.

**26. DETERMINATION OF RESPONSIBILITY & LIABILITY**

Except, as otherwise stated herein, in the matter of determination of responsibility or liability of the contractor falling under any of the terms herein, the decision of the Registrar of the University shall be final and binding on the contractor.

**27. AMENDMENT FOR BETTER FUNCTIONING/ REMOVAL OF DIFFICULTIES:**

The Director General of the University reserves the right to amend these terms and conditions, contained herein, as may considered necessary and appropriate for better functioning or for removal of difficulties in the operation of the mess or removal of doubts as to the terms and conditions set out herein.

**ACCEPTANCE OF THE TENDERER:**

- (1) The proposed terms and conditions enumerated in the tender have been read and understood by me/us and are acceptable to me/us.
- (2) I have visited the designated canteen space at Raksha Shakti University campus, village-lavad, Taluka-Dahegam, Dist- Gandhinagar and have satisfied myself with the facilities in and around the canteen space.

Signature of the Contractor with Stamp/Seal and Complete Address and Telephone no(s).

**FORMAT FOR PERFORMANCE CERTIFICATION**

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of the contract and location
2. Agreement no.
  - a. Scope of Contract
  - b. Contract Cost
  - c. Date of start
  - d. Period
  - e. Amount of compensation levied, if any
  - f. Performance Report
    - (i) Quality of Food - Excellent/Very Good/Good/Fair/Unsatisfactory
    - (ii) Resourcefulness - Excellent/Very Good/Good/Fair /Unsatisfactory
  - g. Service and Maintenance quality - Excellent/Very Good/Good/Fair/Unsatisfactory
  - h. Compliance of all statutory requirements- Yes / No

(Seal of the Organization)

(Signature of the Responsible Authority)