Tender Document

Hostel Mess

(Hostel: 2, 6, 10 & 12-13-14)
We are in the process of selection of catering contractors for the mess in the Hostels: 2, 6, 10 & 12-13-14 on the campus. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- Catering contract Hostel mess terms and conditions along with responsibilities of caterer.
- Rules pertaining to the daily functioning of the mess.
- General structure of the menu.
- Penalties for violation of mess rules.
- Brands of consumables permissible.
- Proforma for Technical and Commercial Bids
- Annexures

Interested caterers are welcome to participate in a pre-bid meeting and inspection of the Hostel mess premises (the specific hostel you are bidding for) on 22nd May, 2018 at 3:00PM. Please be present at Respective Hostel Mess for this purpose. For more information or if you prefer a different time or date, then please send an email to gsecha@iitb.ac.in and abhilashkarri29@gmail.com OR call at +91-7738692865

The agenda of the pre-bid meeting is as follows:
1. Students will tell the caterer about the ground realities of the operation of the mess.
2. One of the wardens will tell them about salient points of the terms and conditions and also the procedure of selection.
3. Wardens and students will respond to queries of the prospective caterers, if any.
4. The caterers will then inspect the facilities of the mess and kitchen of the respective hostels.

Prospective bidders are encouraged to attend this meeting, but it is not mandatory. The deadline for submission of technical and commercial bids, containing documents stated in later part of this tender document, along with an EMD of Rs. 15 lakh is 4th June, 2018 5:00PM. Demand draft of this amount should be made in favor of Registrar, IIT Bombay payable at Mumbai. The EMD amount will be refunded to unsuccessful bidders at the time of the award of the contract.

Address for submission of the bids is:
Dean (Student Affairs)
1st Floor, Main Building,
IIT Bombay,
Powai Mumbai-400076

Please note that the average mess bill in hostels with privatized mess ranges from Rs. 99 to Rs. 132 per head per day. No bid below Rs.118 will be accepted. In case of a tie the priority order given as per student feedback and visit will be followed.

Technical and commercial bids must be submitted in SEPARATE sealed envelopes. Interested caterers should submit a single technical bid, mentioning the hostels in which they are interested. Separate commercial bids should be submitted for each hostel.

The technical bids will be opened on 5th June, 2018 4:00PM in the office of Dean (Student Affairs). Names of the parties shortlisted on the basis of technical bids and site visits will be published on the same website by the evening of 18th June, 2018 in the order of priority as per student feedback and visits. Shortlisted parties will be invited to attend the opening of the commercial bids on 20th June, 2018, 4:00PM, at the same venue.
TERMS AND CONDITIONS ALONG WITH RESPONSIBILITIES OF CATERER

The Mess in each of the hostels consists of a kitchen and a dining hall. The important terms and conditions are listed below:

1. **Legal Terms are as follows:**
   
   (a) The Contract Agreement would be for a period of **twelve months** and subsequently, may be renewed for additional period of one year or part thereof, subject to satisfactory performance.
   
   (b) After 45 days of operation the caterers will be evaluated on the basis of the guidelines and rules detailed in this document and in the leave and license agreement to be drawn. If the caterer fails to meet the expectation and promises made, then the leave and license agreement can be cancelled at that time.
   
   (c) **Within 15 days** of execution of the agreement, the caterer will be required to provide a **Bank Guarantee of Rs. 30 lakhs** for which agreement is entered into. This Bank Guarantee should be from a scheduled nationalized bank, and will be held against in default in performance and violations of terms and conditions. This Bank Guarantee shall be effective for a period of 13 months.
   
   (d) The catering contractor has to pay license fee of Rs. 1000/- per month for the first year and at such rate as may be fixed by the Institute for the subsequent years.
   
   (e) The catering contractor will pay Rs. 500/- towards water charges every month. Wastage of water must be avoided.
   
   (f) Electricity shall be provided free of cost.
   
   (g) Contractor must submit all necessary statutory documents, as stated in later part of this document.
   
   (h) In the event of award of the contract, the contractor should register themselves with the Regional Labour Commissioner (Central), Mumbai as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities, as applicable to a central government establishment.

2. **Labourer Rules and regulation:**

   (a) The caterer should adhere to all the labour laws of the land, which include the provisions of the Provident Fund Act, 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 to a central government establishment. Penalty may be enforced on the caterer for not following the guidelines and complaint be registered with higher authorities.

   (b) The caterer should ensure that the payment is made to the laborers as per Minimum wages act to the satisfaction of IITB at the rates prescribed. The payment is to be made into the bank accounts of the employee's latest by 7th of every month and the statement of the accounts is to be deposited with the hall managers every month / every week. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the hostel on a monthly basis.

   (c) The Caterer shall not employ child labourer. Upon violation of this requirement, legal action would be taken.
3. **Mess Related Terms:**
   
   (a) Engagement of required staff, providing uniforms etc. shall be done by the caterer. The workers should always use hand gloves and caps while working (hair found in food is not acceptable). Caterer should provide required number of uniforms to the workers and ensure that workers report for duty in clean uniforms.
   
   (b) The approximate strength of mess members for different Hostels during regular semester (January to April and mid-July to November) and also during summer and winter vacations is as mentioned in Annexure A.
   
   (c) The timings, menu and price of extra items may be found in Annexure A. The right to make any changes lie solely with the Hostel Council and warden of the respective hostels. The extra items must be available during regular mess timings.
   
   (d) The caterer shall, at their cost, maintain adequate stock of food grain, grocery. The caterer shall be responsible for proper hygienic storage of all raw materials.
   
   (e) No food cooked in the mess may be taken out of the premises without prior permission of the Mess Council of the concerned hostel.
   
   (f) Vegetarian and Non Vegetarian food will be cooked and served separately.
   
   (g) The owner of the firm shall attend a monthly meeting of the mess 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.
   
   (h) Compulsory facility of first aid box with adequate capacity, to be provided to the mess workers.

4. **Infrastructural and equipment related terms:**
   
   (a) Major civil and electrical works will be attended by IIT Bombay. Minor maintenance jobs such as replacement of light bulbs, tube lights etc. are the responsibility of the catering contractor.
   
   (b) Kitchen equipment, cooking gas bank and dining hall furniture, service Counters, cooking utensils, crockery, cutlery etc. will be provided by IIT Bombay / Hostel. Upkeep of all items provided by the IIT Bombay / Hostel will be the sole responsibility of the caterer.
   
   (c) Refilling of cooking gas cylinders provided and procurement of good quality provisions and other consumables is the responsibility of the caterer.
   
   (d) Security of licensed premises, equipment, fittings and fixtures, furniture etc. is the responsibility of the catering contractor.
   
   (e) Caterer is supposed to take care of all the utensils and equipment handed over to him by the hostel. Mess manager/ Caterer is responsible if anything is stolen or taken by any student with permission.
   
   (f) No accommodation, except a changing/resting room, will be provided to the workers of the caterer.
   
   (g) Maintenance of kitchen equipment will be covered to the scope of service contract entered into by IIT Bombay with equipment suppliers, but catering contractor should inform service contractor of maintenance requirements. Additional expenses on repairs and maintenance of equipment, if any, shall be borne by the caterer.
   
   (h) Any damage to the cooling equipment, gas pipeline etc by the caterer team will be charged 5 times the repair or replacements of the part damaged.
5. **Contract terms and conditions:**
   (a) As per policy decision, no caterer will be allowed to run more than four mess in the institute.
   (b) Only those caterers who have establishment in Mumbai and adjoining areas shall be considered.
   (c) The caterer should preferably have experience of catering in a registered establishment of a minimum of 700 meals per day.
   (d) If Hostel wants to terminate the contract before the signed duration, Caterer will be given 1 month notice by the Hostel Council. In case Caterer wants to quit before the contract termination, Caterer must give 3 month's' notice to the Hostel Council, or must stay till the time the next caterer take over the mess.

6. **Issues related to Hygiene in the Mess and the Kitchen:**
   (a) Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the caterer.
   (b) Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, mess water cooler is also responsibility of the caterer. The highest possible standards are expected in this regard.
   (c) All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample Liquid soap for hand wash at basin, clean towels to clean hand, hand gloves for mess workers who handle items like salad, pani puri etc., head caps for mess workers and other measures as advised by the council. Maintaining soap for hand wash at the students’ wash basin is also responsibility of the caterer.
   (d) Highest levels of hygiene must be maintained in the mess workers' toilet, with provisions for soap, towels etc;
   (e) Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
   (f) IIT Bombay / Hostel would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.

7. **No price hike will be provided to Caterer for any reason during the entire duration of the Tender Contract, except Government imposed additional taxes applicable.**

8. **Services to be provided in the mess:**
   (a) Contractor must implement and follow the Dabbawala System that is decided by the institute. Please read the terms and conditions of the system in ANNEXURE C
   (b) The contractor always need to keep a counter for extras. The menu and suggestive prices for the extras in different meals is available in ANNEXURE D. The final decision on the rates, however, may be decided in consultation with the Hostel Mess Council.
RULES PERTAINING TO THE DAILY FUNCTIONING OF THE MESS

Timings for the mess:
Actual timing will depend upon the decision of the respective hostel’s council and caterer would be obliged to adhere to the council’s instruction regarding it. Following is a tentative timing.

<table>
<thead>
<tr>
<th></th>
<th>Weekdays</th>
<th>Weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Breakfast</strong></td>
<td>7:30 AM to 9:45 AM</td>
<td>7:45 AM to 10:00 AM</td>
</tr>
<tr>
<td><strong>Lunch</strong></td>
<td>12:00 noon to 2:15 PM</td>
<td>12:00 noon to 2:15 PM</td>
</tr>
<tr>
<td><strong>Tiffin</strong></td>
<td>4:30 PM to 6:15 PM</td>
<td>4:30 PM to 6:30 PM</td>
</tr>
<tr>
<td><strong>Dinner</strong></td>
<td>7:30 PM to 9:45 PM</td>
<td>7:30 PM to 9:45 PM</td>
</tr>
</tbody>
</table>

Rules pertaining to food:

1. Adequate Salad will be provided during lunch and dinner. It will comprise of lemon, green chillies (both raw and fried). Either tomato or onion must be there in the salad. It will also contain any two of the following in every meal: cucumbers, beetroots, carrots and radish except when Groundnut, Corn, Sprouts, Minced or Cabbage Salad is being served. The choice of salads is completely with the Mess council irrespective of their rates in the market.

2. Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.

3. The composition of a vegetable item should be exactly as specified by the council. E.g. if the council requires that onion or potato should not be mixed to an item, then it should be strictly followed.

4. Seasonal drinks must be served in the mess as per requirement given by the mess committee.

5. Special chutney and Sambar should be served with all south Indian dishes (like idli, dosa, etc.)

6. *Raita* to be served when dishes like Biryani is served. Plain rice has to be served in addition when there is biryani or pulav.

7. Ketchup, Butter, Jam (of mention brands), Curd and *Chutney* has to be provided along with all dishes which need them and as decided in the menu.

8. For dishes like instant noodles, samosa, paratha (as requested by council) chilli garlic sauce should also be provided.

9. In case a special event is organized in the hostel for which food is arranged from another caterer/restaurant, the students will get a discount corresponding to food charges for that meal. This is expected to happen no more than twice a semester. Cost decided in consent with mess council.

10. Special food on days of fasting should be served, as decided by the mess council, at no extra cost.

11. Food should be served and maintained warm at all times.
12. Paper napkin should be provided when fried food is served. Butter paper should be used to keep the fried items.

13. No use of Vanaspati Ghee and monosodium glutamate (ajinomoto) is strictly prohibited.

14. Different quality of rice should be used for Biryani and normal rice. Kolam rice should be there during normal meal and for special dinner / lunch, biryani branded basmati rice should be used.

15. Water should be served on the tables and filled salt dispensers must be available on the table at all times.

16. Cleanliness of the dining area to be maintained by the caterer at all times.

17. On duty Security Personnel should be given all four meal a day, and charges for the same shall be borne by the caterer.

18. Curd to be served with Parathas at all times.

19. Curry Maggi/ Poha / Maggi and Tea /Coffee should be served in disposable plates during End-Semester and Mid- Semester Examination (40-45 Days in a Year). The charge for the same will be paid by students as extra (not included in daily cost).

20. The dishes/items with their frequency is given below:

<table>
<thead>
<tr>
<th>Dish/ Item</th>
<th>Minimum Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paneer</td>
<td>Twice a week</td>
</tr>
<tr>
<td>Adequate Rasna, Khus Sharbat, Lemon water, Roohafza, Jal zeera, Aam Panna is to be served in lunch</td>
<td>5 days in a week, other than the days of Chaas, Lassi</td>
</tr>
<tr>
<td>Soups is to be served in dinner</td>
<td>Twice a week</td>
</tr>
<tr>
<td>Item</td>
<td>Frequency</td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Adequate Chaas, Lassi is to be served in lunch</td>
<td>Twice a week</td>
</tr>
<tr>
<td>Banana is to be served in breakfast</td>
<td>5 days in a week</td>
</tr>
<tr>
<td>Fruit other than Banana is to be served in breakfast</td>
<td>Twice a week</td>
</tr>
<tr>
<td>Fruits must be served in tiffin / dinner</td>
<td>7 days a week</td>
</tr>
<tr>
<td>Cornflakes/Oats/Chocos must be served in breakfast / tiffin</td>
<td>7 days a week</td>
</tr>
<tr>
<td>Plain curd will be served, plain curd should be made from</td>
<td>four times a week</td>
</tr>
<tr>
<td>non-toned full cream milk.</td>
<td></td>
</tr>
<tr>
<td>Fruit custard is to be served in dinner</td>
<td>Once a week</td>
</tr>
<tr>
<td>Sweets (including ice-cream) is to be served in dinner</td>
<td>6 days a week</td>
</tr>
<tr>
<td>One glass of milk (200ml) is to be served in breakfast /</td>
<td>7 days a week</td>
</tr>
<tr>
<td>tiffin</td>
<td></td>
</tr>
<tr>
<td>60gm of Shrikhand / yoghurt</td>
<td>Once a week</td>
</tr>
<tr>
<td>Slice of cheese</td>
<td>Once a week</td>
</tr>
</tbody>
</table>

** The composition of the dishes/items will be decided by the council, and also their position in the menu will be decided by the council.

**Other Rules:**

1. Boiled Food must be served as per requirement, which is to be decided by the mess council on separate counters.

2. Menu as decided by the mess council should be strictly followed. Failing in which penalty would be imposed as mentioned on “Penalties and Violation” page.

3. A sufficient number of counters, as decided by the Mess Council, should be operational. No mess worker should stay/sleep in the mess during night time after 10:30/11:00 PM except when midnight snacks(midnight maggi) is requested by the council.

4. A list of management or supervisory position must be given by the caterer to the mess council, which states the name of person whom the mess council should contact for a particular issue in the mess. This list should be maintained formally and given to mess council. Any changes in these positions should be told beforehand, unless there is an emergency.

5. Caterer should maintain a complaint and suggestion register and every complaint should be responded by taking corrective measures in consultation with hostel council.
6. Catering services for institute and any other events held within the premises of the hostel may be undertaken only after obtaining a written permission from the mess council at least three days prior to the event.

7. Coupons for guest meals and extra items will be sold to the customer either on the basis of the requisition of a resident of the hostel or against cash payment for the same to the caterers. The price of the same shall be decided by the mess council in consultation with the Caterer.

8. For every guest meal through coupon the hostel will get 60% of 1/3rd of the amount charged to guest for that meal. i.e Hostel will get 20% share for every guest meal.

9. **Students approved for the rebate should get 100% rebate 30 days in an academic year.** Rebate application will be submitted to hostel office online/offline and mess office will be informed online/offline at least before 2PM of the previous day as per rule. The caterer must submit an email id to receive the rebate application.

10. Pest control in the Kitchen area, Dining area and the Storage area should be carried out through licensed agencies at least once a month by the caterer. In case if the hostel council contacted and paid the pest control agency, full amount of the Pest control contract should be reimbursed to hostel.

11. In case the mess is closed on any occasion or for pest control then special dinner / lunch shall be provided, in lieu of the missed meals, at no extra cost, if mess council requests. For every two pest control there would be one special Dinner/lunch.

12. In case special Dinner / lunch is not provided as per clause number 12, full refund for the missed meals has to be given to all students.

13. Distribution and order of pizza, burger, Mod from dominos, McD and fish to be done by the contractor as per the list given and instructed by council. It is the sole duty of contractor to provide workers who will distribute these items.

14. Caterer should use fresheners regularly in mess dining, kitchen and washing area to avoid foul smell.

15. Disposable Glasses and plates, spoons or any other disposable items, as instructed by mess council, should be provided to students at no extra cost at the time of breakfast and tiffin

17. No stale (not fresh, items used in a meal) items should be found in mess after 36 hours of it preparation. Fine will be imposed as decided by mess council & Warden.

18. Food wastage should be weighed daily for all meals and should be displayed in the mess. With mutual agreement, the surplus mess food from each meal will be collected by an NGO arranged by the Hostel Affairs council. An MOU will be signed between the caterer and NGO for the same. A complete digital record must be maintained for all meals which should include the quantity of various ingredients used in the meal, the amount wasted by the students as well as the amount donated to the NGO.

19. All the coupons purchased shall be punched properly and shouldn’t be reused in any circumstances, failing to do so council has rights to take strict actions against the caterer.

20. A bifurcation of prices of each meal should be done and shared with the hostel council
GENERAL STRUCTURE OF THE MENU

The following is the general structure of the menu. The detailed sample menu for respective hostels is provided in Annexures.

Breakfast
- Indian dish
- Adequate Toasted Brown Bread and normal bread with butter, jam and ketchup
- Sprouts/Boiled Pulses/Corn
- Milk (one Glass of 200 ml) with Bournvita/Complan/Horlicks OR Juice(200 ml)
- Cornflakes/Oats/Chocos
- The egg/banana/paneer burji system that is to be followed is number of eggs + number of bananas = 3. For eg: Boiled egg (1 egg = 1 item worth), Omelette (1 egg omelet = 1 item worth), egg burji (1 cup = 1 item worth), banana (1 banana = 1 item worth), fruit other than banana(1 piece fruit = 2 items worth), paneer burji (1 cup = 2 items worth). The caterer is supposed to serve 3 items worth of either egg/banana/fruit/paneer burji.
- Adequate Tea and Coffee

Lunch
- Unlimited plain Rice on all 7 days along with any other special rice items as mentioned in the menu (eg. Dum biryani, tomato rice, jeera rice, curd rice etc.)
- Unlimited Chapatti (with and without Ghee)
- Adequate Dal, Sambar and Rasam
- One unlimited vegetable curry and one unlimited dry vegetable
- Adequate Salad and pickle
- Fried Papad (adequate) – 5 days a week, roasted papad- 2 days a week
- Fryums, Chutney as mentioned in the menu.
- Curd/Raita/Lassi/Chaas/Rasna/Nimbu Pani/Jaljeera/Kokum as mentioned in menu

Tiffin
- One snack item
- Adequate toasted brown/ white bread with butter, jam and ketchup. Peanut butter should be served twice a week, if the mess council so desires.
- Adequate Tea and Coffee to be served on all 7 days of the week

Dinner
- Adequate plain Rice on all 7 days along with any other special rice items as mentioned in the menu (eg. Dum biryani, tomato rice, jeera rice etc.)
- Adequate Chapati (with and without Ghee)
- Adequate Dal, Sambar and Rasam
- One Adequate vegetable curry and one adequate dry vegetable
- Adequate Salad
- Pickle
- Fried Papad (adequate) – 5 days a week, roasted papad- 2 days a week
- Sweet Dish (2 pieces of premium sweet or equivalent quantity as decided by the mess council), (either in lunch or in dinner)
- Curd/Raita as mentioned in the menu
- One Fruit
### PENALTIES FOR VIOLATION OR RULES, TERMS AND CONDITIONS

The caterer will be fined in case of violation of the following rules:

<table>
<thead>
<tr>
<th>Rule Violation</th>
<th>Minimum Fine per complain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-availability of complaint register on the counter / discouraging students from registering complaints</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>Insects cooked along with food</td>
<td>Rs. 25,000/-</td>
</tr>
<tr>
<td>Soft objects like hair, rope, plastic, cloth etc. in food</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>Any complaint of stones / pebbles of diameter more than 2 mm</td>
<td>Rs. 8,000/-</td>
</tr>
<tr>
<td>Hard and / or sharp objects like glass pieces, nails, hard plastic etc.</td>
<td>Rs. 10,000/-</td>
</tr>
<tr>
<td>Three or more complaints of unclean utensils in a day week</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>If mess council in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>Food poisoning</td>
<td>Atleast Rs. 2 lakhs or more</td>
</tr>
<tr>
<td>Timings mentioned in the tender or decided with the respective council should be followed strictly</td>
<td>Rs 8,000/-</td>
</tr>
<tr>
<td>If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>Changes in menu of any meal without permission of mess committee</td>
<td>Rs. 8,000/-</td>
</tr>
<tr>
<td>If the quality of milk is not found up to be appropriate, or it is diluted. It should have 3-4% fat content or as recommended by council.</td>
<td>Rs 10,000/-</td>
</tr>
<tr>
<td>Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.</td>
<td>Rs. 15,000/-</td>
</tr>
<tr>
<td>Violation</td>
<td>Fine</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Failure to maintain a proper health checkup of the workers</td>
<td>Rs. 10,000/-</td>
</tr>
<tr>
<td>Using brands not mentioned in the contract without prior permission and adulteration</td>
<td>At least Rs 50,000/-</td>
</tr>
<tr>
<td>Any tampering with gas cylinders / gas Pipelines</td>
<td>At least 10,000/-</td>
</tr>
<tr>
<td>Use of newspapers to keep fried items or any cooked food will be fined severely</td>
<td>At least 1,000/-</td>
</tr>
</tbody>
</table>

Please Note-

1. Food Poisoning shall invoke a hefty fine of at least Rs. 2 lakhs or more, along with cancellation of contract and possible blacklisting of the caterer. The security money deposited by the institute will not be refunded to caterer in case contract is cancelled for the above reason.

2. For any rule stated in the agreement first violation of the rule implies fine as per the rule. Second and subsequent violations of the same rule on a different day within 30 days of previous will attract 5 times the initial amount of fine on the caterer.

3. Absence of proprietor or his representative empowered to take decision from mess council meetings (which will be held once every month) on due invitation will attract a fine of Rs. 20,000/- on caterer.

4. As and when mess council proposes a fine it will inform the representative of the caterer or mess manager and fine will be imposed with consent of the wardens.

5. Severity of hygiene failure shall be assessed and decided by the mess council and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.
## BRANDS OF CONSUMABLES PERMISSIBLE

<table>
<thead>
<tr>
<th>Item</th>
<th>Brand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salt</td>
<td>Tata, Annapurna, Nature fresh, Ashirvaad, Nirma, Saffola, Captain cook</td>
</tr>
<tr>
<td>Spices</td>
<td>M.D.H. Masala, Knorr, Catch, Everest, Mothers, Nilons, MTR, Priya, Patanjali, Ramdev, K-Pra</td>
</tr>
<tr>
<td>Chicken</td>
<td>Venky's Chicken, Godrej Real good, Zorabian, Suguna, Al Kabeer</td>
</tr>
<tr>
<td>Ketchup</td>
<td>Maggi, Kissan, Heinz, Del Monte, Surabhi, Sam's, Ching</td>
</tr>
<tr>
<td>Oils (Sunflower)-Refined</td>
<td>Sundrop, Godrej, Saffola, Fortune, Nature Fresh, Dhara use of Hydrogenated (vanaspati) oil is strictly prohibited</td>
</tr>
<tr>
<td>Pickle</td>
<td>Mother's, Priya, Tops, Nilon's, MTR, Bedekar</td>
</tr>
<tr>
<td>Atta/ Maida</td>
<td>Ashirvaad, Pillsbury, Annapurna, Samrat, Nature fresh, Patanjali, Shakti, Bhog</td>
</tr>
<tr>
<td>Instant Noodles</td>
<td>Maggi, Top Ramen, Yippee, Ching’s secret, Patanjali</td>
</tr>
<tr>
<td>Flavoured drinks</td>
<td>Rasna, Roohafza, Mapro</td>
</tr>
<tr>
<td>Papad</td>
<td>Lijjat, Ganesh, Shreeji, Ramdev, Mothers</td>
</tr>
<tr>
<td>Butter</td>
<td>Amul, Mother dairy, Govardhan, Britannia, Kwality, Warana (use of margarine or any other butter substitutes are prohibited)</td>
</tr>
<tr>
<td>Bread</td>
<td>Modern, Kwality, Wibs, Britannia, Bonn, Harvest Gold</td>
</tr>
<tr>
<td>Cornflakes</td>
<td>Kellogg’s, Patanjali</td>
</tr>
<tr>
<td>Chocos</td>
<td>Kellogg’s</td>
</tr>
<tr>
<td>Jam</td>
<td>Kissan, Tops, Cremica, Mapro, Druk, Maggi, Surabhi, Mother’s</td>
</tr>
<tr>
<td>Ghee</td>
<td>Amul, Mother Dairy, Britannia, Gits, Nestle, Everyday, Dynamix, Vadilal, Warana</td>
</tr>
<tr>
<td>Shrikhand</td>
<td>AmulWarana, Chitale</td>
</tr>
<tr>
<td>Frozen yogurt</td>
<td>Mother dairy</td>
</tr>
<tr>
<td>Cow Milk (Half Cream/non-toned)</td>
<td>Amul, Mother Dairy, Govardhan, Warana, Kwality</td>
</tr>
<tr>
<td>Paneer</td>
<td>Amul, Mother Dairy, Warana, Gowardhan</td>
</tr>
<tr>
<td>Tea</td>
<td>Brooke bond, Lipton,Tata, Tetley, Godrej</td>
</tr>
<tr>
<td>Coffee</td>
<td>Nescafe, Bru, Tata, MR</td>
</tr>
<tr>
<td>Ice Cream</td>
<td>Amul, Mother Dairy, Kwality wall’s, Natural's, Havmor, Vadilal, Patanjali. Dinshaw's, Cream bell</td>
</tr>
<tr>
<td>Soya</td>
<td>Nutrela</td>
</tr>
<tr>
<td>Frozen Peas</td>
<td>Safal (offseason), Al kabeer, Vadilala</td>
</tr>
<tr>
<td>Cheese</td>
<td>Amul, Mother Dairy, Britannia, Warana, Govardhan</td>
</tr>
<tr>
<td>Kolum Rice</td>
<td>Royal, Donur, Kohinoor, India gate</td>
</tr>
<tr>
<td>Item</td>
<td>Brand/Supplier</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>Basmati Rice for special rice</td>
<td>Everyday, Daawat</td>
</tr>
<tr>
<td>Custard Powder</td>
<td>Brown &amp; Polson</td>
</tr>
<tr>
<td>Sauce (Chilli, Garlic, Soya, Manchurian, Tomato)</td>
<td>Chings, Heinz, Maggi, Kissan, Sam’s, Cremica, Tops</td>
</tr>
<tr>
<td>Toor Dal / Masoor Dal / Urad Dal / Chana Dal</td>
<td>Tata, India gate, MTR</td>
</tr>
<tr>
<td></td>
<td>Packed materials from Metro / Dmart / Big Bazaar / Bigbasket</td>
</tr>
<tr>
<td>Sugar</td>
<td>Madhur, Mantra, Satyam, MTR</td>
</tr>
<tr>
<td></td>
<td>Packed materials from Metro / Dmart / Big Bazaar / Bigbasket</td>
</tr>
<tr>
<td>Cornflour / Rava</td>
<td>Satyam</td>
</tr>
<tr>
<td></td>
<td>Packed materials from Metro / Dmart / Big Bazaar / Bigbasket</td>
</tr>
<tr>
<td>All non Branded</td>
<td>As decided by the Mess committee</td>
</tr>
</tbody>
</table>

Caterer may use any other FSSAI approved brands only if permitted by Mess Council, in writing.
APPLICATION FOR CONTRACT FOR HOSTELS IS TO BE SUBMITTED TO THE UNDERSIGNED ON SEPARATE SEALED ENVELOPE MENTIONING THE HOSTEL NUMBER

Proforma for the Technical Bid
Hostels for which the bid is being made: _______________________
Name of the Party: ____________________________________________

1. Name(s) of the Proprietor(s)/Partner(s): ____________________________________________
   ____________________________________________
   ____________________________________________

2. Contact Address: ____________________________________________
   ____________________________________________
   ____________________________________________

3. Contact Number: ______________________ Fax: ______________________
   Email Address: ______________________
   ______________________
   ______________________
   ______________________
   ______________________
   ______________________

4. Major establishment in/around Mumbai:
   1. ______________________
      ____________________________________________
   2. ______________________
      ____________________________________________
   3. ______________________
      ____________________________________________
   4. ______________________
      ____________________________________________

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

Date: ___________ Name of the signatory: ______________________

Place: ___________ Designation: ______________________

Stamp: 
Information to be provided with the Technical Bid

1. Details of Experience of handling large institutional/corporate cafeteria/food outlet: Current and Earlier (during last 7 years).
   Please include copies of work orders for values of Rs. 30 lakhs and above for contract periods of one year. For the purpose of evaluation it is necessary that the caterer must have executed 1 work order of 80% or 2 work orders of 60% or 3 work orders of 40% of a notional value of Rs. 1 crore over one year period in last 7 years.

2. Any other pertinent information.

Documents to be provided with the Technical Bid

1. Two References establishment where caterer has provided service in the past or present

2. Photocopy of the following documents:
   a. Bank solvency certificate
   b. Income tax return certificate • last three years and PAN card copy
   c. Catering (from FDA), food outlet & labor license
   d. Registration Certificate
   e. Municipal license by Public Health Officer
   f. Details about PF/ESIC registration
   g. Balance Sheet • last 3 years
   h. Partnership deed (If applicable)
   i. Sales Tax certificate
   j. Shop & Establishment Registration from municipality

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

Hostel for which the bid is being made: Hostel ____________________________

Dean, Student Affairs
Indian Institute of Technology Bombay, Powai, Mumbai 400076


Name of the Party: _________________________________________________________

Our quotation for the mess of Hostel____ is: Rs____ (In words: ____________________________
________________________________________)
per day per student. The above quotation includes all applicable taxes as detailed below:

Catering Charges per day per person for Inclusive of all taxes. (In Rs.)

We have read and agreed to:
1. Terms and conditions pertaining to mess tendering contract
2. Rules pertaining to daily functioning of the mess.
3. Penalties for violation of rules, terms and conditions.

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

Date: ____________ Name of the signatory: _______________________________________

Place: ____________ Designation: ________________________________________________

Stamp:
**ANNEXURE A**

Minimum number of students during the semester or during summer/winter breaks

<table>
<thead>
<tr>
<th>Minimum number of combined students in all hostels during the semester</th>
<th>Minimum number of combined students in all hostels during the Summer/Winter break</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.e, (July to November) and (January to April)</td>
<td>i.e, (December) and (May, June, July)</td>
</tr>
<tr>
<td>Hostel 2 - 400</td>
<td>Hostel 2- 200</td>
</tr>
<tr>
<td>Hostel 6 – 390</td>
<td>Hostel 6 – 180</td>
</tr>
<tr>
<td>Hostel 10 - 900</td>
<td>Hostel 10 - 400</td>
</tr>
</tbody>
</table>

**IMPORTANT NOTE:**
These numbers are liable to change. Any student can choose not to register for mess facility permanently, in such a case Rs.1000/per month will be paid to the caterer for each such student as a compensation and the student may continue eating by paying for individual meal on normal per day cost that is applicable for other students.

Bifurcated cost for individual meals to be decided in consultation with the Mess Council.
### ANNEXURE- B

**FOR HOSTEL MESS SAMPLE MENU**

Representative menu for different hostels can be found in following links. (Please note that this menu is just for the reference, actual menu may deviate from this one, as per instruction of the council)

<table>
<thead>
<tr>
<th>Day</th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Tiffin</th>
<th>Dinner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Gobi Paratha, Schewwan, Chutney, Pickle, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Aloo Chatpata, Rajma, Dal, Tomato Rice, Methi Puri, Chhas, Papad, Salad</td>
<td>Burger, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Veg Makkhanwala, Gobi Matar, Chaman, Chapati,</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Poha + Sev, Boiled Egg, Omlete, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Paneer Tikka Masala, Rasam, Dal, Chapati, Masala Rice, Papad</td>
<td>Masala Dosa, Cold Coffee, Sambhar, Chutney, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Malai Kofta, Arbi dry, Chapati, Rice, Dal Makhani, salad</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Mix Veg Paratha,, Curd, Pickle, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Chana Masala Dry, Kadi Pakoda, Dal Khichdi, Sada Puri, Boondi Raita, Papad</td>
<td>Samosa, Ice Tea, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Baigan Bharta, Tomato Carry, Salad, Dal, Rice,</td>
</tr>
<tr>
<td>Thursday</td>
<td>Idli,, Boiled Egg, Omlete, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Veg Kolhapuri, Aloo Gobhi Matar Dry, Paratha, Jeera Rice, Dal, Papad</td>
<td>Veg Cheese Burger, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Paneer Butter Masala, Bhindi Fry, Dal, Rice, Chapati, salad</td>
</tr>
<tr>
<td>Friday</td>
<td>Onion Tomato Utpam, Sambhar, Chutney, Boiled Egg, Omlete, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Corn Matar Kadhai, Sprouted Dry, Dal, Chapati, Rice, Papad</td>
<td>Noodles, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Rajma, Paneer bhurji, Dal, Jeera Rice, Chapati,</td>
</tr>
<tr>
<td>Saturday</td>
<td>Puri Bhajji, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Kala Chana, Dum Aloo Gravy, Chapati, Rice, Papad, salad</td>
<td>Pav Bhaji, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Chhole Tariwala, Aloo gobi, Chapati, Dal, Rice, Sal</td>
</tr>
<tr>
<td>Sunday</td>
<td>Idli, Sambhar, Chutney, Boiled Egg, Omlete, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Chhole Bhature, Tur Dal, Imli Chutney, Rice, Salad, papad</td>
<td>Bhel Puri, Nimbu Pani, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Gatte Ki Sabji, Missi Roti, Chutney, Pulav,</td>
</tr>
</tbody>
</table>
ANNEXURE C
DABBAWALA SYSTEM

1. The caterer will have to provide the delivery service to the academic area for Lunch.
2. Extra packing charges and nominal delivery charges as quoted by the contractor initially will be paid by the student for every meal that is being delivered.
3. The items and quantity to be served in the dabba is specified in the ‘General Structure of the items to be served in Dabba’
4. The contractor needs to maintain a separate book where the students can ask for the dabba service for a minimum period of one month, the dates should only start from 5th of the month to the next.
5. The contractor needs to send the dabbas to two fixed places in the academic area as decided by the council by 12.30 PM in the afternoon from where the students can collect the packed food.
6. The items in the dabba will be same as the menu served in the mess.
7. The food should be packed in steel containers which will be bought by the hostel. The contractor should provide disposable spoon and tissue paper along with the dabba.
8. The delivery boy should wait at the delivery point for one and half hour, i.e, 12.30 PM to 2 PM or till all the dabbas have been collected (whichever is earlier). In case a student wants to return the dabba in the mess later, the provision for the same should be made.

GENERAL STRUCTURE OF ITEMS TO BE SERVED IN DABBA:

LUNCH:

1) Rice (Minimum 100 gms)
2) 4 Chapattis (with and without Ghee)
3) Dal or Sambar (min 100 ml)
4) One vegetable curry and one dry vegetable
5) Salad and Pickle

#The quantity in the dabba may vary according to the need of the student and the hostel council.
### ANNEXURE D
### EXTRA ITEMS

<table>
<thead>
<tr>
<th>Item</th>
<th>Maximum Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Cold Drinks &amp; Ice-creams</td>
<td>MRP</td>
</tr>
<tr>
<td>2. Variety of dosas• Eg. Sada/Onion Dosa; Masala Dosa; Onion/Tomato Uttapam, etc</td>
<td>Rs.23</td>
</tr>
<tr>
<td>3. Variety of Frankie's• Eg. Paneer Frankie, Egg Frankie</td>
<td>Rs.26</td>
</tr>
<tr>
<td>4. MilkShakes• Eg. Rose Milk Shake, Apple Milk Shake, Chocolate Milkshake, Bournvita Milkshake, Cold Coffee, Banana Milkshake, Butterscotch, Chikoo Shake, Mango Milk Shake, Badam Lassi, Mango Lassi, etc</td>
<td>Rs.20 or MRP</td>
</tr>
<tr>
<td>5. Sandwiches• Eg. Veg / Aloo / Egg Sandwich, Chicken Sandwich, Bread Butter</td>
<td>Rs.22</td>
</tr>
<tr>
<td>6. Rolls• Eg. Veg Roll, Chicken Roll, Veg Burger, Veg Patties, Paneer Roll, etc</td>
<td>MRP</td>
</tr>
<tr>
<td>7. Soups and instant noodles</td>
<td>Rs.20</td>
</tr>
<tr>
<td>8. Juices</td>
<td>Rs.20</td>
</tr>
<tr>
<td>9. Parathas• Aloo Paratha, Onion Paratha, Gobi Paratha, Palak Paratha, Mix veg Paratha, Paneer Paratha, etc.</td>
<td>Rs.18</td>
</tr>
<tr>
<td>10. Egg Items (omelette, Egg. Bhraj, Scrambled, Egg curry)</td>
<td>Rs.25</td>
</tr>
<tr>
<td>11. Hakka Noodles and fried rice(veg/egg/chicken) and other Chinese items (Dry Chilly Chicken, Chilly Paneer)</td>
<td>Rs.40</td>
</tr>
<tr>
<td>12. Dal Khichdi</td>
<td>Rs.35</td>
</tr>
<tr>
<td>13. Gravy Items• Eg. Paneer, Chicken, etc</td>
<td>Rs.45</td>
</tr>
<tr>
<td>14. Chicken Biryani</td>
<td>Rs.45</td>
</tr>
<tr>
<td>15. Tandoori Items• Eg. Tandoori Chicken, Chicken Tikka, Paneer Tikka, etc</td>
<td>Rs.55</td>
</tr>
<tr>
<td>16. Seafood• Eg. Fish Curry, Fish Fry, Prawns Gravy, etc</td>
<td>Rs.60</td>
</tr>
</tbody>
</table>

Note: The prices of the items will be decided in consultation with the Hostel Mess Council. The Upper cap on the prices will be shared with the council before hand. This should entirely be a separate counter and should be functional for the entire length of mess timings, could possibly also extend beyond the same. This is only a suggestive menu with a broad pricing range, the same should be formalized and changed to implementation as per the directions from the mess council.
ANNEXURE E
HOSTEL 2

1. Gud and Chutney (type to be varied as specified by the council) to be provided in lunch and dinner daily.

2. One sweet dish shall be served on the festival day (list of festival day to be decided by mess council)

3. (a) Extra items e.g. non veg. items over and above the decided mess menu can be sold at prices decided in by the Mess Council in consultation with the caterer.

(b) Twice a month, Non -Vegetarian students should not be charged for their Vegetarian meal if they opt to take only the Non -veg meal. These students will only pay the difference of Non-veg meal and Vegetarian meal to the caterer. For example - Chicken biryani (unlimited rice and a reasonable amount of meat per person, 2 standard pieces or equivalent amount) along with raita and veg meal could be served in that non-veg meal or any other dish as decided my mess council. The cost of chicken biryani would be approximately cost of biryani - cost of dinner.

4. Minimum 150 gm of Chicken should be served in extra items in menu as decided by mess Council.

5. Boiled eggs, Egg bhurji and Omelets should be provided in the tiffin as extras.

6. Milk must be boiled before use in any item, whether hot or cold.

7. Sev provided along with any items (poha, etc.) must be Ratlami Sev, or anything specified by the council.

8. Caterer should provide special Dinner or Lunch on occasions like festivals for eight days in a year, as decided by the mess council, at no extra cost. Tea parties (once a semester) and regional food festivals should be organized occasionally at no extra cost, as decided by the mess council. Sample Special dinner menu could include: 2 starters (veg+non-veg), 2-sabji, sweets(2pcs or 1 pc of two different sweet or equivalent/ice-cream etc.), dal, rice, drinks, papad, salad etc. Non-veg can be served as well, as extras. One sweet dish shall to be served on the festival days (The list of festival days to be decided by the mess council). Note: This is just a sample format menu, changes are possible based on decisions of mess council. There is possibility of serving limited non-veg with no extra cost as well, if some items from menu are removed by council.

8. Tandoor items to be served twice a week, including Tandoori roti and Naan.
ANNEXURE F
HOSTEL 6

Breakfast: 1 warm main dish (During poha sheera will also be served), Pulses, Tea, Coffee, Milk(Hot and Cold)(Milk card), Bournvita and Cornflakes(Chocos 2 times in a week in place of Cornflakes), Banana(limited), BBJ, Egg item, One Veg Card Item*

Lunch: 1 Gravy dish, 1 dry dish, Dal, Chapati, 1 drink(unlimited), Salad, Rice, Papad/Fryums, Curd item(few days in a week)

Tiffin: 1 main dish, Fruit/Juice, BBJ, Tea, Coffee, Milk, Bournvita and Cornflakes(Chocos 2 times in a week in place of cornflakes), Peanut Butter(2 times a week)

Dinner: 1 Gravy dish, 1 Dry dish, Dal, Rice, Chapati, Salad, Dessert(Limited), Soup(2 times a week), 1 Extra item(paid separately by students)

All items in the menu not specified limit will be served on unlimited basis, eg. Gravy, Rice, Roti.

Veg Card: Veg card item is to be given to Veg students on either Breakfast or tiffin. It includes fruit(3 times a week), Cookie(3 times a week, can be made in baking oven available) and Cheese(1 time a week). We want to add Paneer Bhurji in Veg Card

Egg Card: Any 1 egg item(as asked by student) to be given on either Breakfast or lunch or tiffin

Milk Card: Number of glasses of Milk given in a month equals to number of days in that month. For e.g. a student can consume 2 glasses of milk on one day, 3 glasses on other day or 0 glass of milk on any other day. Note that maximum glasses of milk allowed in a month(e.g. April, 30 days) equals to number of days in that month(i.e. 30 glasses in April) and no one can consume more than 4 glasses in a single day

About Special events: There is 1 free Gala Dinner and 1 free Tea party in each semester. There are 6 Special Dinners included for the whole year( both semesters).

Other General Note: In case of Paneer Curry, no other curry or dry sabji will be provided. Also there will be Pizza twice in a month(can be made in baking oven available). Paneer items are to be provided 3 times in first week, then 2 times in next week and this process of alternate 3 times & 2 times is repeated. Chole Bhature is given in Lunch every week. No other sabji is provided on that Lunch. We will add tandoor roti in dinner and it will be provided 2 times a week
1. **Gala Dinner** will be provided **once in every semester free of cost**. Whose menu will be provided by mess council.

2. In summer and winter holidays, hostel students will be allowed to close their account for any numbers of days and restart the account as per their need. Moreover they can continue with mess facility using their own guest account during this period.

3. Students fasting during Navratri and Ramzan will be given **100% rebate** or if necessary other arrangements will provided as per council decisions.

4. **Night snacks** will be provided during exam time and during GC/PAF orientations and practice slots as a part of the contract.

5. Any new card (with rate of **110%** of regular hostel 10 resident rate) for non-hostel 10 resident will be issued only if mess council gives permission otherwise fine will be imposed on the bearer.

6. Two guest rates should be followed 1) **Students guest rate** which will be **125%** of regular hostel 10 student rate. 2) **Guest rate** which will be **150%** of regular hostel 10 student rate.

7. The charges of **extra items (non veg/veg)** will vary between **Rs.35 to Rs.55** with accurately weighed 150 gm using weighing machine. Where extras will be served everyday in both lunch and dinner timings as per menu decided by the mess council.

8. An ice cream pack of **750 ml** should be sliced equally into **16 parts** and should be served one piece per person. Ice cream will be served once in a week.

9. **Cornflakes** should be served everyday, **chocos** should be served thrice a week and **muesli** once in a week.

10. **Cheese slice** should be served **once** in a week.

11. Nutella should be served once in a week.

12. Every student can have one glass (**200ml**) of milk every day. And students choose to have it either in Breakfast or tiffin or dinner.

13. There should be **3 cards** per student - 1) **Regular messing** card 2) **Milk** card 3) Either **Fruit card** (where whole fruits other than cut fruits will be provided everyday as per contract) or **Egg card** (item of 2 eggs will be provided everyday as per contract).

14. A student can use fruit card in Breakfast/Lunch and Egg card in breakfast/tiffin.

15. Any food item should **not** be kept more than **24 hours** in mess kitchen. Reusing already cooked meals and salads/sprouts/peanuts in a different meal times is strictly prohibited.

16. For pest control, caterer should cooperate with **at least 3** of its personnel present during the activity along with the mess council for its effectiveness.

17. **One sweet dish** other than the regular sweet dish shall be served on the festival day at free of cost (list of festival days will be decided by mess council).

18. Caterer should arrange a tea party once a semester (can be on pest control compensation or paid).

19. **11 special dinner/lunches** should be served free of cost in a year.

20. Caterer will put board for Hostel mess displaying ISO certification and guidelines etc. Payment will be made from hostel account. Caterer will strictly follow ISO guidelines while caterer will get full cooperation from hostel students and mess committee, but on violation by caterer appropriate action can be taken as decided by mess committee with consent of warden.

21. Caterer should change main cooks after consulting with mess committee.

22. Menu display board will be put by caterer cost will be borne by the hostel.

23. Aamras (**200 ml**) will be served twice a week during the three months of mango season.

24. At least **1 type of pickle** to be served during the meals.

25. Tandoor item (after tandoor installation) should be served at least 2 times in lunch and 2 times in dinner in a week.

26. Sweets in dinner will be decided by hostel council.

27. Curd to be served with Parathas and everyday in lunch and dinners except when raita, buttermilk and lassi is served.
1. Caterer has to provide milk in morning breakfast as well as evening snacks (tiffin). A student will have a choice of consuming milk either in the morning or evening. Milk can be also taken as extra by paying.

2. 5 different fruits to be served in tiffin / dinner per week. Only one fruit among (watermelon, Muskmelon, papaya, pineapple) is repeatable once in a week. Council to decide on fruits every month. At least one seasonal fruit has to be served once in a week other than the above mentioned, which is repeatable.

3. Plain curd should be served four times in a week menu (excluding, kadhi, raita, chaas, lassi, custard and curd served with paratha)

4. No Vanaspati ghee, dalda, eno, baking soda, food color, artificial essence or no added MSG is allowed. Only vanaspati for samosa-kachori and Eno for dhokla is allowed, if council asked these in the menu.

5. Caterer should provide special Dinner or Lunch on occasions like festivals for eight days in a year, as decided by the mess council, at no extra cost. Sample Special dinner menu could include: 1 Welcome drinks, 1 Fruit juice, 2 veg starter, 2 non-veg starters, 2 rice items, 1 daal, 1 veg gravy, 1 dry veg item, 1 special veg, 1 non-veg gravy item, 2 types of desert, 2 types of roti, 3 types of salad, 1 soup, ketchup, chutney and papad.

6. Jain menu should contain same number of items as in main menu and Jain food should not contain following vegetables - Potato, Sweet Potato, Radish, Beetroot, carrot, Onion, Garlic, Suran, Mushroom, Brinjal, Cauliflower and other roots.