



School of Planning and Architecture
(An Institution of National Importance, Ministry of Education , Govt. of India)
Neelbad Road, Bhauri, Bhopal – 462 030 (MP)

EXPRESSION OF INTEREST (EoI)

FOR
PROVIDING MESS SERVICES FOR STUDENTS
CO-OPERATIVE MESS

Boys Hostel-1(BH-1), Girls Hostel-1(GH-1)
and
Boys Hostel-2(BH-2)/Girls Hostel-2(GH-2)

AT
SPA, BHOPAL

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SCHEDULE OF THE EXPRESSION OF INTEREST

Eoi No. & Dt.:	No. SPAB/RGO/Advt/2023-24/25 dt. 31.01.2024
1. Name of the work :	Providing Mess Services for Students Co-operative Mess at School of Planning and Architecture, Bhopal
2. Duration of Contract:	The duration of the contract is initially for a period of One Year and may be extended for further period of one year (Maximum upto 02 years) on satisfactory performance and mutual consent of both the parties.
3. Download Eoi Document:	The Eoi document can be downloaded from the Institute's Website: spabhopal.ac.in upto 21.02.2024 till 03:00 pm.
4. Pre EOI submission Meeting:	Wednesday, 7th February, 2024 at 03:00 pm at Conference Room, SPA campus, Bhauri, Bhopal (All interested representative of Firm/Agency/ Company/ may participate in the Pre EOI submission Meeting)
5. Last date & time for Receipt of Eoi:	Wednesday, 21st February, 2024 up to 03:00 pm. The Eoi received after the due date/time will not be considered under any circumstances, they stand summarily rejected, and they will be discarded.
6. Date and time of Opening of received Eoi :	Wednesday, 21st February, 2024 up to 03:30 pm. at Conference Room, SPA Campus, Bhauri, Bhopal (Interested Firm/Representative may participate)
7. Date and time of Presentation by the technically qualified eligible firms before the Student Cooperative Mess Management Committee	Shall be informed separately to the eligible vendors via email.
8. Processing Fee: (Non refundable)	Rs. 2,000/- (Rupees Two Thousand Only) (Non refundable) RTGS/NEFT Account Name: SPA BHOPAL Internal Receipts Account No.: 2073201002565 IFSC Code: CNRB0004725 Bank Name: Canara Bank Branch Name: Bhauri Bhopal
9. EMD: [The amount (non-interest bearing shall be refunded after finalization of vendor] <i>[EMD not applicable for Micro and Small Enterprises (MSEs) as defined in MSE, Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department. (Please attached the relevant proof of documents)</i>	Rs. 1,00,000/- (Rupees one lakh only) RTGS/NEFT Account Name: SPA BHOPAL Internal Receipts Account No.: 2073201002565 IFSC Code: CNRB0004725 Bank Name: Canara Bank Branch Name: Bhauri Bhopal

10. To whom the Eol documents to be submitted:

Eol proposals should prescribed from duly complete and signed be submitted in a sealed cover superscripting as

"Eol for Providing Mess Services for Students Co-operative Mess at SPA, Bhopal"

Address to: President (Students Cooperative Mess Management Committee (SCMMC) C/o. The Registrar, School of Planning and Architecture, Bhopal, Neelbad Road, Bhauri, Bhopal, PIN-462 030 (M.P.) by speed post OR should be put in a Eol Box kept in at Main Gate, SPA Campus, Bhauri, Bhopal



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Students Co-operative Mess Management Committee (SCMM) School of Planning and Architecture (SPA), Bhopal

EXPRESSION OF INTEREST FOR PROVIDING MESS SERVICES

Expression of Interest (Eoi) is invited from the Mess Vendors/Caterers of repute to run the student Cooperative Mess for the Boys Hostel No.1 (BH-1); Girls Hostel-1 (GH-1) and Girls Hostel-2 (GH-2)/Boy's Hostel-2 (BH-2) at School of Planning and Architecture, Bhauri, Bhopal. The mess will be running on cooperative basis by the students. Institute will provide space and necessary infrastructure facilities. Eoi is solicited for selection of Mess services provider.

The firm has to provide breakfast, lunch, Tea/Snacks and dinner as per the menu given in the document. (Unlimited)

Note: The mess contractor must be ready to provide catering services even if less number of mess users on the same rate, terms and condition in case of mess running in summer vacation/any lockdown/emergency situation due to Covid-19 or other Pandemic Situation.

About SCMM Committee for Hostels:

Committee is elected by hostel residents of SPA, Bhopal that manages and monitors the running of the hostel mess on day to day basis, on behalf of the hostel residents. It consists of students' representative and it works under the Supervision of the faculty coordinators of the mess/mess committee (Faculty & Students). The mess is run on contributory basis by the user, i.e. the students.

The committee is in the process of selecting a mess contractor(s) for BH-1, GH-1 and GH-2/BH-2 Hostels at School of Planning and Architecture, Bhopal, Bhauri Campus. The facility consists of a kitchen and a dining hall. The caterer who is awarded the contract may be asked to run the cafeteria cum night canteen under the Mess premises.

Institute has number of three mess for providing mess facility to the students in the hostel:

S.No.	Name of the Hostel	Approx. No. of Students
1.	Boy's Hostel (BH-1)	250 to 300
2.	Girls Hostel - 1 (GH-1)	250 to 300
3.	Girls Hostel - 2 (GH-2)/Boys Hostel-2 (BH-2)	300 to 350

Note: During January to June the student in each hostel may be less by 40 approximately due to training semester for students. In case a few students (upto 10) opt out of mess due to medical condition or religious purpose, they will pay the retainer amount (presently 35%)

Firm has to fill the choices of above Hostel to provide services in the proposals. Please refer **Anneuxre-11**.

Institute has reserved the right to award contract to the firm who scored highest one in selection process in presentation. Institute may also award for running the mess for only one mess to one vendor as per the choices given by the highest one scored firm/bidder.

Second/Third highest scored firm may consider for award of contract as per the choice given by the firm/bidder or left mess.

Sd/-

President

Students Cooperative Mess Management Committee (SCMMC)



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ELIGIBILITY CRITERIA

1. Name of the registered firm
2. Registration under Labour Laws.
3. Valid License under Food Safety and Standard Act, 2006.
4. Employee Provident Fund Registration.
5. Employee State Insurance Corporation registration.
6. PAN and GSTIN No.
7. Copy of GST Registration Certificate.
8. The Bidder should not have been blacklisted by any organization at any point of Time.
9. The Caterer must possess at least 3 years of experience serving as a mess contractor in reputed national institute like, IIMs, NITs, IITs, SPAs, IISERs or any other Central Government Universities/Institution and private institution/university etc. for not less than 300 students/user on a normal working day in a single unit.
10. The application should have successfully completed term of contract in the above said reputed national institutes. The caterers having experience only in the Cafeteria (Snacks & Beverage service) will not be considered.
11. The Proprietor/Director of Authorized representative of the Mess catering services provider should be available in mess to interact with students Mess Committee and decide the concerns immediately. The mess committee and the proprietor should meet in 15 days and circulate the minutes of the all students, Wardens and DOSA official.
12. Subletting is not allowed. If found, subletting of the contract will attract penalty and will lead to termination of the contract.
13. The Students Cooperative Mess Management Committee SCMMC (Mess Committee) reserve the right to withdraw/cancel the EoI process at any stage of the EoI.
14. No Canvassing is allowed in any forms.
15. General Terms and Conditions of operation of mess is given in **Annexure-2**
16. Minimum Annual turnover should be above 75 lakhs (total 2.25 Crore in the last three year; as on 31.03.2023) (Submit CA Certificate). Total annual turnover in the same line of business meeting the eligibility criteria should be in the name of the firm participating in the EoI process. Business groups having more than one service unit under the same registered firm name, appropriate documentation should be furnished to claim the financial eligibility (if any).
17. The price of monthly meal per day including hostel room deliver packing & delivery charges for sick students.
18. The agency has to submit the declaration letter as per **Annexure-8** in the 100/- stamp Paper.
19. Rate quoted should be valid for one year from the date of signing of the agreement. Rate/price should remain fixed during the entire period of the contract i.e. one year and shall not be subject to variation on any account.
20. The rate may be revised on mutual consent between students and the vendor during the extended period.
21. No claim for compensation or loss due to fluctuations in the market rate of any item or any other reasons/causes will be entertained.

The above details should be furnished in the format attached to this document see the Form-'A'

Note: The proof of the above (attested copy) requirements is to be enclosed along with the EoI documents.



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SELECTION CRITERIA

The vendors ranking shall be arranged depending on the marks obtained by each of the vendor in Presentation. The marks scored by the Firm will be the base of award of the contract. In case of tie, condition in highest one score, Institute has right to award one firm on the basis of past similar performance, experience and annual turnover. This decision shall be final and binding to the firms. In case of any rejection/not acceptance of award of order of highest one scored firm the Student Cooperative Mess Management Committee (SCMMC) has reserved right to award contract to next higher vendor.

**MONTHLY CHARGES FOR RUNNING MESS SERVICES AT HOSTELS
(BH-1, GH-1 and GH-2/BH-2)**

- (a) **Maintenance Charges: ₹10,000/- per month as applicable for each hostel mess to be paid to the Institute:-**
(Firm shall be liable to pay monthly maintenance regularly by 7th of each successive month. Late submission of maintenance will be charged of ₹ 100/- per day as late fee in addition to the maintenance). If the maintenance rate is revised, the revised rate will be applicable.
- (b) **Electricity Charges:** As per actual (MPMKVVCL rates as applicable to the Institute)
(Firm shall be liable to pay monthly Electricity Charges regularly by 7th day of each successive month after receiving the bills from Maintenance Section. Late submission of rent will be charged of ₹ 100/- per day as late fee in addition to the electricity bill)
- (c) **Water Charges:** ₹ 16.45/KL (1000 Liter) as per Bhopal Municipal rate will pay to the Institute. (Firm shall be liable to pay monthly rent regularly by 7th of each successive month. Late submission of water charges will be charged of ₹100/- per day as late fee in addition to the monthly water charges). If the rent rate is revised, the revised rate will be applicable.

Water meter has to be installed by the firm on its own cost, under the supervision of Maintenance Section.

**GENERAL TERMS AND CONDITIONS, SCOPE OF WORK/OBLIGATION
TO THE CONTRACTOR**

Tenure and Termination:

1. Tenure & Termination Clause: Running of mess services at SPA Bhopal will be initially fixed period of 01(one) year and shall stand automatically terminated upon the expiry of the said term. Tenure may be extended for further 01 year (maximum upto 02 years) subject to satisfactory performance report from Dean (Student Affairs), SPA, Bhopal on year to year basis on mutual consent of both the parties. An agreement will be signed between Institute and Firm. In case, the services are not found satisfactory, the agreement will be terminated by SPA. The SPA, Bhopal reserves the right to terminate the contract at any time after giving three (03) months notice by the either or, in case of withdraw of contract by the firm on its own decision without giving three (03) months notice Security Deposit will be forfeited. The decision of the SCMMC SPA, Bhopal in this regard shall be final and will be binding on the Firm.
2. After two months of operation the caterers will be evaluated on the basis of the guideline and rules detailed in this documents and in the leave and license agreement to be drawn. If the caterer fails to meet the expectation and promises made, then the agreement can be cancelled at that time. In this situation Institute has reserved right to award contract to next highest scored firm in selection process or any other service provider, providing mess services at that time on the recommendation of Mess Committee and discretion of authority.
3. If the Firm/Agency/Company/Shop indulges in carrying out any unapproved activities any violation of rules of the Institute or non-compliance of any directives issued by the Institute, the SPA Bhopal is at liberty to cancel the agreement with immediate effect.
4. Subletting of the Mess Services after award of work/agreement will not be permitted. The Contractor shall not assign, sublet or part with the possession of the premises & property of the Institute therein or any part thereof under any circumstances. If found any such incident, the contract would be immediately terminated and Security Deposit will be forfeited.
5. The premises of the mess will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the competent authority.
6. After Completion of Term of contract period the caterer will be relived only after the new contractor has taken over the Mess to ensure uninterrupted Mess food services to the students.
7. Any attempt to canvas for the candidature of any bidder directly or indirectly will lead to disqualification of such bidder/firm from the whole process.

Statutory Obligation:

1. The Firm/Agency/Company/Shop shall responsible of all statutory compliance with respect to the business undertaken of Govt. of India and Govt. Madhya Pradesh including labor compliances.
2. After award the Contract, Contractor should register themselves with the Regional Labour Commissioner, Bhopal, Madhya Pradesh as a contractor under the contract Labour Regulation act and obtain a Labour License and complete all requirement formalities on their own cost. Vendor should ensure to maintain validity of labour license and all records according to as per Labour Laws during the contract period and extension their own, if any.

3. The Contractor should adhere to the provisions of the Provident Fund Act, Minimum Wages Act and other statutory compliances which are applicable for the staff employed in the mess. No payment will be released without submission of PAN number. The Contractor shall maintain all computerized accounting records properly at own cost and liable to produce all records to the institute authority, if required.
4. Smoking, chewing of Pan or Tobacco, or use of alcohol is strictly prohibited in the kitchen and dining area and inside the Institute. The Contractor shall keep adequate manpower (No child labour is allowed) for running the canteen with appropriate training and experience, at his own expense, for the proper discharge of the responsibilities entrusted to him, such persons shall be properly and neatly dressed in uniforms, ID Card, apron, gloves and well behaved. They should also be medically fit for employment in the mess.
5. Cleaning of the kitchen will be the sole responsibility of the Contractor. All solid waste is to be taken out of the campus and disposed by the Contractor at his own cost and disposed suitably. Vendor must not dump mess waste food in campus dustbins provided by Bhopal Municipal Corporation (BMC). The waste material and unused/leftover food from mess will be removed from mess premises every day. The bidder will ensure that all the waste material and unused/leftover food will do not consume within the mess premises by stray cattle, such as pigs, dogs, cows etc.
6. The parties agree that in case of any dispute arising between the Parties in respect of this agreement, which cannot be settled mutually, the matter shall be referred to sole arbitration appointed by the SPA, Bhopal and jurisdiction will be Bhopal court.

Scope of Work:

1. The Contractor have to provide sufficient number of employees (at least 12 or according to requirement with the prior approval of SCMMC) including Chef, Assistant Chef, Manager, Supervisor, Accountant, Cooks (at least 03 years experience in relevant area), Helpers and cleaning and supporting staff in the Mess to ensure smooth functioning of the mess. In case of vacation or bulk absence of students from Hostels (Study tours, academic/ sports activities etc.) number of employee may be reduced as the instructions of the Mess Committee.
2. Bifurcation of deputed staff in the mess alongwith his/her duties profile should be separately mentioned (i.e. Cook, Washing man, Chef, Accountant, Supervisor etc.)
3. Since the Institute has students from different regions of the country, the Chef should have experience in cooking food of different regions.
4. A female Accountant/Mess Manager is required to be appointed by the Contractor for Girls Hostel at their own cost for smooth accounting/payment mechanism of the cooperative mess. Contractor should employ at least four female staffs (including Mess Manager/Accountant) at the serving counters and also for serving water at the dining tables.
5. The contractor will require submitting of a medical report and police verification of the newly joined employee within 10 days of their joining.
6. It is mandatory to visit the Hostel by the Firm and inspect existing available Kitchen Equipment, Dining Hall furniture, service counters, cooking utensils, crockery, cutlery etc. at Hostels. These may be used by the firm and the proper up keep and maintenance of all provided by Institute will be sole responsibility of the contractor.
7. The firm may insured to bring its own cooking utensils, furniture, cutlery, crockery, refrigerator, machines etc. as may be considered necessary for running and maintaining the Mess at its own cost.

8. The Bidder shall not be allowed to use electricity as a cooking fuel. However, Bidder shall be permitted to use toasters, refrigerators, geysers, water coolers, mixer/grinder, Oven and other Equipment's for cutting/grilling vegetables, etc.
9. The mess contractor must be ready to provide catering services even if less number of Mess users on the same rate, terms and condition in case of any lockdown/emergency situation due to covid-19 or other pandemic situation.
10. The Bidder shall procure only good quality fresh vegetable from the market. The firm shall not be allowed to store the vegetables for 1 (one) day in summer months and 3 (three) days in winter months at a stretch. However, the bidder shall ensure that a sufficient stock of other raw material is stocked in the store for consumption for a minimum period of 15 (Fifteen) days. The mess committee shall have the right to check the quality of food articles and vegetables from time to time.
11. The Contractor shall, at his cost, maintain adequate stocks of food items, grocery, and adhere to the standards practices. List of brands for food items to be provided is attached.
12. The food shall be cooked, stored and served under hygienic conditions. The Bidder shall ensure that only freshly cooked food is served, and that stale food is not recycled. Stale food must be removed from the mess premises as soon as possible.
13. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard.
14. The caterer/ his servant(s) his nominee will not be permitted to stay overnight in the hostel premises. The Contractor has to responsible for accommodation of its staff members outside of Institute on its cost. However consideration of any request of accommodation at Institute may be description of the authority.
15. The Contractor is expected to follow good business practices and any complaints related to violation of such good practices by the contractor will be viewed seriously by the Students Cooperative Mess Management Committee and appropriate action may be taken against the Mess Contractor with approval of Dean (SA).
16. The bidder should keep in mind that non availability of female toilet at Boys Hostel-1, while engaging female staff.
17. We may also have zero refund policy and reduce overall rates.

Cleaning:

1. Firm has to install Bio-digester at SPA, campus for food waste management in its own cost. Location would be informed by the Institute Authority. Construction of Bio-digester would be in consultation with Dean (Planning and Development), SPA, Bhopal.
2. Cleaning/washing materials/tools, cleaning of utensils, cutlery, crockery, kitchen equipment, furniture and manpower to properly maintain infrastructure of mess shall be arranged by the bidder (caterer at his /their own cost.)
3. The mess Contractor shall be responsible for ensuring complete hygiene and upkeep of Kitchen and Dining Hall area. For this purpose, appropriate steps such as pest control, Sanitization etc.

must be done by the contractor. Appropriate safety Measures including firefighting equipments must be installed in the Kitchen Area by the contractor.

4. The Contractor and his manpower will maintain a high standard of cleanliness in the kitchen area. Cleaning of utensils, kitchen, serving items, Cleaning of cooking, dining and auxiliary area. The utensils shall have to be maintained hygienic clean at all time.
5. The Contractor shall be responsible for using, maintaining and upkeeping of these items and shall return at the end of contract in functional condition and should be got No Dues at the time of termination of the contract.
6. The SCMMC, hostel caretakers, Warden /Faculty Coordinator of Mess reserve the right to visit the mess premises at any time to inspect the maintenance of hygiene and the quality of food items served in mess, without prior notice.
7. The bidder shall pay special attention to maintain the mess in a neat and tidy condition at all times. For this purpose, the mess shall be cleaned thoroughly after each meal.
8. 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 a minimum of two pair of uniform to the worker and ensure that worker report for duty in clean uniforms.

Maintenance:

1. Minor maintenance jobs such as replacement of light bulbs, tube light etc. are the responsibility of the catering contractor. If any damages found in mess the cost of damages will be borne by the mess contractor only.
2. The Contractor shall be responsible for the fitting & fixtures, Lights, bulbs and industrial kitchen items etc that are in functional condition provided by the institute at the time of possession of the mess area by the Contractor and acknowledgement of items received by the contractor (second party) should be submitted to the institute at the time of vacating in functional condition.
3. Security of licensed premises is the responsibility of the Contractor. In case any damage to the property, Equipments etc issued by the Institute to the Contractor, the cost of damage etc will be recovered from the Contractor.
4. Maintenance of kitchen equipment will be covered to the scope of service contract entered into by School of Planning and Architecture, Bhopal 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.

Menu and Food: (Menu is attached as Annexure-4)

1. The Contractor has to provide unlimited quantity of food (unless mentioned) in breakfast, lunch, evening tea & snacks and dinner in the Mess.
2. The quantity of portions served to each student shall be unlimited for all items (unless mentioned).
3. The Contractor shall be agreed to provide festive food menu/items on special occasion/festivals falling during the year without any extra charge.

4. The contractor shall be agreed to provide the food/ items on any occasion/event intimated by Faculty Coordinator of the Mess during the contract period on the basis of payment as per mutual consent.
5. The regular menu shall be substituted with a regional feast on the occasions of religious festivals and the menu for these afore-mentioned feasts shall be decided by the Student Council/Mess Committee.
6. The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the Hostel residents.
7. The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
8. The Bidder shall ensure that only hot food is served to the students. Complaints, if any, in this regard shall be dealt with severely. Burners can be used to keep the food hot.
9. The Contractor has to use the available Gas Bank and shall not be allowed to use Gas Cylinder within the cooking area failing penalty will be imposed.
10. There should be a milk testing kit available in the mess. The mess committee has the right to ask for a fat content test during inspection. The minimum fat content of the milk should be 3.5%.
11. The contractor shall be providing curd, buttermilk, ice creams, chips, biscuits, soft drinks, FSSAI products etc. so that the students can easily buy on payment basis the things from the mess only if they want.
12. Mess committee can ask for some options of dessert (other than menu) to be added once in a month. Students will bear its cost which will be paid with the next bill cycle to the contractor.
13. The contractor shall provide alternative meals for the students who have any medical condition or follow restrictions due to religion. The students will apply for such requests to the competent authority and contractor will provide alternative meal only after approval of the authorities.

Rate List/Payment:

1. The Contractor may be asked to run a night canteen for the students, and keep POS (point-of-sale) machine, UPI to discourage cash transactions. The timings of running Night Canteen, menu and price of extra items would be determined by the Mess Committee. The packaged items should contain the MRP and Date of packing and Expiry and selling price of such packaged items should not exceed MRP on payment basis.
2. Payment mechanism to the Contractor shall be part of agreement executed between students Student Council/Mess Committee on the rate of per day per meal as stated in the EOI document.
3. Procedure of payment against the food of students and rules relevant to refund will be informed by the Mess Committee. The refund has to be provided for each day in case a student is absent for a continuous period of three or more days with mutual consent.
4. Payment will be released within 15 days after receipt of bill from the vendor.
5. If the student is taking leave on prior notice in written to the mess vendor, the student is eligible to get the full refund (after deduction of over head cost) for the days of leave.

6. An agreement shall be executed between the Contractor and Student Cooperative Mess Management Committee regarding day to day operations, menu selection, payment mechanism etc. The role of Institute shall be limited upto signing of contract for providing mess services for students co-operative mess.
7. The contractor is advised to once discuss all the payment and refund rules in detail with the mess committee. The mess committee will issue an official notice regarding the same as per point no. 3 above.
8. The payment will be done on the monthly basis. The contractor needs to prepare the bill and get it signed by the mess committee.

Performance Security Deposit:

1. A sum of Rs. 4,00,000/- (Rupees four lakh only) should be deposited with SPA, Bhopal by the contractor, as Security deposit in the form of FDR in favour of Director, SPA, Bhopal from any Nationalized Bank. The amount shall be refunded after deducting the dues, on completion/termination of the contract. (Against infrastructure and facility)
2. A sum of Rs. 4,50,000/- (Rupees four lakh fifty thousand only) should be deposited with SPA, Bhopal by the contractor, as Performance Guarantee in the form of FDR in favour of Director, SPA, Bhopal from any Nationalized Bank. The amount shall be refunded after two months on completion/termination of the contract. (Performance Security)

Penalty:

Following conditions are to be followed by the Contractor failing which penalty charges will be imposed as given in the list:-

S.No.	Nature of Violation	Fine in Rs.
1.	Non-availability of complaint registers on the counter.	2,500/-
2.	Not wearing uniform, hand gloves and head cap while serving food.	3,000/-
3.	Two (2) or more complaints of insects/ stones/pebbles/other foreign objects in a day.	3,000/-
4.	Uncleaned utensils found/unhygienic conditions in the kitchen area as well as dining hall.	2,000/-
5.	If any mess worker is found chewing Pan in the mess premises at any time.	2,500/-
6.	If animals are seen in the kitchen & dining area (cats, rats, dogs, etc.)	2,500/-
5.	Any deviation in the approved Menu without prior permission of the Mess Committee (at least one day in advance).	7,500/-
6.	Meals found uncooked/not cooked properly (For every seven complaints in a day).	4,000/-
7.	Vegetables found of poor quality/rotten/spoilt/infected.	5,000/-
8.	If food for any meal gets over or exhausted within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast.	4,000/-
9.	Usage of unbranded / bad / duplicate quality of any mess commodities.	3,000/-
10.	Used oil reused or use of Hydrogenated (Vanaspati) oil.	5,000/-
11.	Using brands not mentioned in the contract without prior permission and adulteration.	7,000/-
12.	Absence of the proprietor or the representative from the Mess Vendor in the Mess Committee Meeting (which will be held once every month).	10,000/-

13.	If any mess worker is caught/found using alcoholic/any banned tobacco item (any type) in the campus premises at any time.	10,000/-
14.	If the number of Mess staff found less than that required.	2,000/-
15.	Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc. will lead to fine on caterer for every instance.	3,000/-
16.	Food poisoning shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the caterer.	To be decided by the Mess Committee and Hostel Warden
17.	Night canteen not found running for 03 consecutive days.	2500/-
18.	Using Gas cylinder within the mess cooking area	10000/-
19.	If the quality of milk is not found up to be appropriate, or it is diluted, a fine would be imposed. Milk should be full-cream. It should have 3.5% fat content or as recommended by Mess Committee.	5,000/-
20.	Non-segregation of waste in the mess premises.	5,000/-
21.	Electricity bill will be deposited on or before 15 th of every month. Delay of payment of Electricity charges	Rs.1,000/ up to end of month and after that it will be Rs.1000/+ Rs.100/- each day
22.	Water bill will be deposited on or before 15 th of every month. Delay of payment of water charges	₹1,000/ up to end of month and after that it will be Rs.1000/+ ₹100/- each day
23.	Maintenance charges will be deposited on or before 15 th of every month. Delay of payment of Maintenance Charges	Rs.1,000/ up to end of month and after that it will be Rs.1000/+ Rs.100/- each day
24.	Lack of maintenance of the infrastructure	Rs. 2500/- or as decided by SCMMC depending on gravity of lapses.
25.	Use of/not removal of leftovers.	Rs. 2000/-
26.	If the Self kiosk is not refilled in seven days	Rs. 2500/-

**APPROVED BRAND OF CONSUMABLES PERMISSIBLE IN
DINING HALL PREMISES**

S. No.	Name of the Items	Approved Brand
1.	Salt	Tata, Annapurna, Nature fresh
2.	Spices	Catch, Real, Satyam, Badshah, Everest
3.	Chicken	Venky's Chicken, Godrej Real Good or fresh chicken
4.	Ketchup	Maggi, Kissan, Heinz
5.	Oil (Sunflower)	Sundrop, Goderej, Saffola, Fortune, Ruchi, Dhara
6.	Pickle	Mother's Pravin, Priya, Bedekar or Nilon's
7.	Atta	Aashirvad, Annapurna, Silvercoin
8.	Rice	Daawat, Dubraj, India Gate & HMT
9.	Flavored Fruit drink	Rasna, Tang
10.	Papad	Lijjat, Haldiram's
11.	Butter	Amul, Mother Dairy & Sanchi
12.	Bread	Modern, Kwality, Kissan, Top- n-Town, Harvest, Britannia
13.	Cornflakes	Mohuns, Kelloggs
14.	Jam	Kisan, Tops, Cremica etc.
15.	Ghee	Amul, Mother Dairy, Britannia, Gits, Nestle Everyday Shahi Ghee, Sanchi
16.	Milk	Sanchi, Amul, Mother Dairy
17.	Paneer/Cheese	Fresh Paneer under allowed brand Sanchi, Amul, Mother dairy
18.	Tea	Brook bond, Lipton, Tata
19.	Coffee	Nestle (Nescafe), Broke Bond (Bru), Tata Grande & Sunrise
20.	Soya	Nutrella, Fortune, Patanjali highnutri

The contractor may use any other brands only if permitted by the Mess Committee, in writing.

**SUGGESTED MESS MENU MESS BOYS HOSTEL-1, GIRLS HOSTEL-1 & GIRLS
HOSTEL-2/BOYS HOSTEL**

(This is the suggestive menu; firm will offer its own menu based on the suggestive menu with rate proposal in separate)

Day	Breakfast (08:00 a.m. to 10:00 .am.)	Lunch (12:30 p.m. to 02:15p.m.)	Snacks (05:00 pm to 06:00 pm)	Dinner (08:00 PM to 10:00 P.M.)
Compulsory per day	Cornflakes, Milk/Tea, Sprouts, Bread Slices, Egg (Boiled/Omelet/Bhurj i) & fruits	Rice (Plain/Jeera/Lemon/Veg /Tomato), Pickle, Roti (Butter & Plain), Lemon, Salad (Seasonal items) Papad/ Fryums	Sandwiches/ Bread Butter, tea, milk & Coffee Sachet	Rice (Plain/Jeera/Lemon/Veg/ Tomato), Pickle, Roti (Butter & Plain), Lemon, Salad (Seasonal items) Papad/ Fryums
Monday	Aloo Puri, masala Channa	Bhindi/Dry Veg, Dal, chana masala, curd	samosa, sandwich,	Green vegetables, daal makhani, sweets
Tuesday	Idli & Vada, Sambhar, Daliya,	Manchurian, Dry Season Veg, Dal, chhaaj	Pasta/Chowmin,	lauki, Mutter curry/ +, Dal, Sweets
Wednesday	Aloo Paratha, curd, Daliya,	Seasonal Veg, rajma masala, aloo palak, curd	Pav bhaji, Bhelpuri	Chicken Curry, Paneer Veg. tandoori roti, Dal, sweet
Thursday	Namkeen sevai, masala Channa,	Chole bhature, aloo, veg riata, salad	Dhokla, Kachori/Sabudan a Wada	Aloo Mutter / Gobi Drumsticks, veg biriyani, Egg/ Chicken Biryani, Sweets
Friday	Uthappam, sambhar, Chila & Chana	Kofta (Veg/malai), seasonal vegetables, Dal, chhaaj	Veg Pakora	Dosa/Masala dosa, sambhar, Veg pulao, Nariyal Chutney, sweet
Saturday	Poha, jalebi, daliya,	Chana Masala/Kadhi, mix veg,	Vada pav, Papdi Chaat	seasonal vegetables, Dal,
Sunday	Stuffed Paratha, curd, Daliya,	Mutter Paneer/Dry chole, seasonal vegetables, Dal, Chhaaj	Aloo Tikki, Panipuri	Egg curry, Paneer Veg. Dal, sweets

Note on the Menu:

- 1) The caterer will be required to provide Khichdi, milk, bread, or any other suitable item for sick residents in lieu of the regular meals.
- 2) Uses of millets grains (like Bajra, Kodo, Ragi etc.) may be used in offered menu.
- 3) Dal (Tuar/Moong/Chana/Urad/Masoor/Mix) and varieties of seasonal vegetables shall be used as per direction of SCMMC.

Mess menu has to be revised/change every month and Mess menu has to be followed strictly.

In breakfast, it is recommended to give some fruits for the vegetarians if there are eggs for the others.

Note: The mess contractor must be ready to provide catering services even if less number of mess users on the same rate, terms and condition in case of mess running in summer vacation/any lockdown/ emergency situation due to Covid-19 or other Pandemic Situation.

BID EVALUATION CRITERIA

The SPA, Bhopal shall follow both the technical qualification and overall evaluation of the proposal submitted by the firm in the appropriate format given herewith; as Form - 'A' The technical bid evaluation shall be done based on the following criteria:-

Only those who are technically qualified are allowed to fill the form for technical evaluation. During the technical evaluation stage, each bidder shall be assigned different marks out of a **total of 50 marks**.

Criteria for Evaluation of Technical Bid :

S.No.	Particulars	Evaluation Criteria	Document Required	Maximum Marks
1.	Number of years in Operations (Experience providing Mess Services in Central Government/State Government/IITs, IIMs, NITs/Central Funded Technical Institutions/ Central, State Institution of Higher Education, during 03 Financial Years; 2020-21, 2021-22, 2022-23. Ending as on 31.03.2023	<p>Experience of providing Mess Services above 300 Students in 03 Financial Year will be considered for marking:</p> <p>In IITs, IIMs, NITs/Central Funded Technical Institutions/Central, State Institution/Private Institution/University of Higher Education:-</p> <p>1) Above 300-400 = 05 Marks 2) Above 400-500 = 07 Marks 3) Above 500 = 10 Marks</p> <p>In each Financial Year (2019-20,2020-21 and 2021-22) experience of providing services above 300 students should be mandatory.</p> <p>Experience prior to Financial Year 2019-20 will be as follows:- Years of Experience: Above 01 to 3 years - 05 Marks Above 03 to 06 years- 07 Marks Above 06 to 09 years- 10 Marks Above 09 years - 15 Marks</p>	<p>The information should be filled in Annexure - Form 'A' With all details asked for.</p> <p>Supporting documents & compilation certificate should be enclosed verification.</p>	25
2.	Average Turnover \ (Last 03 Financial Years) 2020-21, 2021-22, 2022-23. Ending as on 31.03.2023	<p>Maximum 10 Marks:</p> <p>1) Above ₹ 75 -100 Lakh = 3 Marks 2) Above ₹ 100-125 Lakh = 4 Marks 3) Above ₹ 125-150 Lakh = 5 Marks 4) Above ₹ 150-175 Lakh = 6 Marks 5) Above ₹ 175-200 Lakh = 7 Marks 6) Above ₹ 200-225 Lakh = 8 Marks 7) Above ₹ 225-250 Lakh = 9 Marks 8) Above ₹ 250 Lakh = 10 Marks</p>	<p>Supporting documents (CA Certificate) should be enclosed for verification.</p>	10

3.	Performance in Past Works (Testimonials)	Performance in Past work for 3 years (In attached Proforma) copy of testimonials from the previous clients indicting Quality of Food, Quality of Services, Hygiene, Cleanliness, etc. should be enclosed. (Copy of Testimonials in letter head for the work order value of at least ₹ 75 lakhs each with verifiable contact details. Marking as follows: In IITs, IIMs, NITs/Central Funded Technical Institutions/Central, State Institution/Private Institution of Higher Education:- Maximum 05 Marks for each Testimonials	Supporting documents & compilation certificate should be enclosed for verification.	15
Total Maximum Marks				50

Note: Supporting documents for all above 01 to 03 should be enclosed for verification; otherwise marks will be awarded zero.

A Firm should secure mandatorily a minimum of 60% marks (i.e. 30 marks out of total 50 marks). Only those firms will eligible for presentation that has scored minimum 60% marks in Technical Evaluation.

The marks scored in technical Evaluation are qualifying only for presentation and no marks shall be taken into account for final selection.

CRITERIA FOR EVALUATION OF PRESENTATION

[should be Power Point Presentation (ppt) format and hardcopy of three (03) sets]

The presentation will be evaluated on the following parameters:
(each parametersmarks; Total marks: 50)

S.No.	Parameter	Maximum Marks
1.	Bidder's understanding of SPA's requirements;	5
2.	Quality of raw materials used at present clients' Mess.	3
3.	Quality of food served to the students, cleanliness of kitchen and dining area and layout of the stores maintained at present clients (Photos to be shown)	3
4.	Record maintenance (Attendance/ Leaves/ Bills/ Refunds)	5
5.	Feedback from Students/Clients regarding courteousness and responsiveness.	3
6.	Photos of arrangements made by the bidder(s) on the above points wherever applicable related to previous and present clients are required to be shown as part of the presentation.	3
7.	Mess Menu and Rate (per day, per student) to be provided (Offered by Firm based on the suggestive menu with Rate)	10
8.	Reason for selecting your proposal (other than price).	8
9.	Mess Staff-Student Ratio	5
10.	Expertise in Regional food	5
	Total	50

CERTIFICATE & DECLARATION

Is has been certified that all information provided in EOI document is true and correct to the best of my knowledge and belief. No forged/tampered document(s) are produced with EOI form for gaining unlawful advantage. We understand that School of Planning and Architecture, Bhopal is authorized to make enquiry to establish the facts claimed ad obtained confidential report from clients.

In case it is established that any information provided by us is false/misleading or in the circumstance where it is found that we have made any wrong claims, we are liable for forfeiture of SD and or any penal action and other damages including withdrawal of all work. Further School of Planning and architecture, Bhopal is also authorized to blacklist our firm/company/agency and debar us in participation in any EOI process/bid in future.

I/We ensure the Institute that neither I/We nor any of my/ Our workers will do any act/which are improper/illegal during the execution in case the tender is awarded to us.

Neither I/We nor anybody on my/our behalf will indulge in any corrupt activities/practices in my/our dealing with the Students Cooperative Mess Management Committee (SCMMC).

Our firm/company/agency is not been blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute or any other Govt. Organization.

BID SECURITY DECLARATION

I/we are accepting that if we withdraw or modify our bids during period of validity etc. we, will be suspended for the period of six months to participate in any EOI issued by Students Cooperative Mess Management Committee , School of Planning and Architecture, Bhopal.

Date

Signature of the EOI

Place

Stamp

Note: This certificate should be executed on duty notarized ₹ 100/- NJ stamp Paper.

PRE CONTRACT INTEGRITY PACT

(applicable if Contract awarded)

This pre contract Agreement (hereinafter called the integrity pact is made on.....day of the month of.....2022, between, on one hand, School of Planning & Architecture, Bhopal acting through SCMMC (hereinafter called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the first part and M/s.....represented by Shri....., Chief Executive Officer (hereinafter called the "BIDDER/SELLER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns)of the second part.

WHEREAS the BUYER proposes to obtain manpower services through outsourcing & the BIDDER /SELLER is willing to offer /has offered to provide the same.

WHEREAS the BIDDER is a private company/public company/Government/undertaking constituted in accordance with the relevant law in the matter and the BUYER is an autonomous organization performing its functions under Education Ministry, Govt. of India

Now, THEREFORE,

To avoid all forms of corruption by following a system that is fair , transparent and free from any influence /prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired manpower services at a competitive price in conformity with the defined specifications by avoiding the high cost and the discretionary impact of corruption on public procurement, and

Enabling the BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereby agree to enter into this integrity pact and agree as follows:-

Commitments of the Buyer:

The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept directly or accept, directly or through intermediaries, any bribe, consideration, gift, reward favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation contracting or implementation process related to the contract.

The BUYER will, during the pre- contract stage treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitment as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official (s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by

the BUYER, necessary disciplinary proceedings, or any other action as deemed fit including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. Commitment of Bidders

The BIDDERS commit itself to all take all measures necessary to prevent corrupt practices, unfair means and illegal activates during any stage of its bid or during any pre- contract or post- contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

3.1. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation contracting and implementation of the contract

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material benefit or other advantage commission fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the contract forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or for bearing to show favor or disfavor to any person in relation to the contract or any other contract with the Government.

3.3 The BIDDER, either while presenting the bid or during pre- contract negotiations or before signing the contract shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members agents, brokers or any other intermediaries in connection with the contract details or/and the services agreed upon for such payments.

3.4 The bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation contracting and implementation of the contract.

3.5 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to other, any information provided by the BUYER as part of the business deal, relationship regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

The BIDDER shall not instigate or cause to instigate any third person to commit any of the action mentioned above.

If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officer of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender.

4. Previous Transgression:

The BIDDER declares that no previous transgression occurred in the last three year immediately before signing of this integrity pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any public sector enterprise in India or any government Department in India that justify BIDDER'S exclusion from the tender process.

The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender propose or the contract, if already awarded. Can be terminated for such reason.

5. Facilitation of Investigation

In case of any allegation of violation of any provision of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

6. Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

7. Other Legal Actions:

The actions stipulated in this Integrity pact are without prejudice to any other legal action that may follow in accordance with provisions of the extent law in force relating to any civil or criminal proceedings.

8. Validity:

The validity of this Integrity Pact shall be from date of signing of the agreement and during the period of completion of the contract. Should one or several provisions of this Pact turn out to be invalid, the reminder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

The parties hereby sign this Integrity Pact at _____ on

Buyer

Vendor

Name of the Officer
Designation

Name of the Officer
Designation

1. Witness.....

1. Witness.....

2. Witness.....

2.Witness.....

FORM-A

Essential Information to be submitted by the Firm for Technical Evaluation

(Please fill the information in text typed)

S.No.	Particulars	Details
1.	Name of the Firm	
2.	Complete Address:	
3.	Contract Person/Representative of the Firm	
4.	Office Phone:	
5.	Mobile Number:	
6.	E-mail No.:	
7.	PAN Number:	
8.	Shop License/Registration No.	
9.	License No. (Under Food Safety and Standard Act 2006)	
10.	Labour License No.	
11.	ESI/PF No.	
12.	Details of EMD	
	Amt. ₹	
	Bank Name/UTR No./Date	
	If EMD exempted please specify :	
	MSME Details (such as Small/Medium/Micro)	

13.	Average Turnover (Last 03 Financial Years) Ending as on 31.03.2023								
	1) 2020-21								
	2) 2021-22								
	3) 2022-23								
	Total Turnover								
	Average Turnover								
14.	Experiences:								
	Year (For last three (03) years; as on 31.03.2023)	Duration (To and From)		No. of Students (Mess Run for)	Name of the Institute	Institute Type (Central/State/ IITs, IIMs, NITs/Central Funded Technical Institutions/Central, State Institution/Private Institution/University of Higher Education)	Documents attached (Yes/No.) Work Order No. & Date	Completion Certificate/Experience Certificate Number & Dt. attached Yes/No.	
		From	To						
	2020-2021 (01.04.2020-31.03.2021)								
	2020-2021 (01.04. 2021-2022 (01.04.2021-31.03.2022)								

	2022-2023 (01.04.2022-31.03.2023)							
15.	Performance in Past work for 3 years; as on 31.03.2023 (copy of testimonials from the previous clients indicting Quality of Food, Quality of Services, Hygiene, Cleanliness, etc. should be enclosed.)							
16.	No. of employee: Regular/Temporary (Details to be enclosed)							
17.	Litigations, if any, connected with Mess/Food work Yes/No. (if yes, details to be furnished)							
18.	Has the firm been black listed by any Organization, If so attach the details of the same							
19.	Have you been ever removed/terminated in mid of the contract period without completing term of contract Yes/No, (if yes, details to be furnished)							

20.	Other Information if any	
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- Note: 1) The above details will be verified from the attached documents.
 2) It is mandatory to fulfil the above information for evaluation of Technical Bid and all entries must be filled in text typed.
 3) Partially filled/incomplete information in Form-'A' will not be considered.

SignatureSeal of the Firm.....Date.....

UNDERTAKING

(mandatory to submit undertaking otherwise Form-A will not be considered)

Subject: Undertaking for declaration that firm is not declared as ineligible/ black listed/rejected.

I/my firmhereby declared that Government of India or State Govt. or any other Government Autonomous Body, Bank or any other government agency has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive, or coercive practices or any failure/lapses of services or terminated the or rejected contract before completion of tenure or commencement on the above issues.

I hereby also declare that the above information is true & correct to the best of my knowledge and belief. If I have made any false, fraud or untrue statement, suppression or concealment of the true facts, I understand that our services shall be terminated in the event that the above facts are found to be incorrect or false and shall be liable appropriate legal action. I understand that in the event of my information being found false or incorrect at any stage, my credential/bid shall be liable to rejected without notice.

Signature of authorized person

Date: Name:

Place: Seal:.....

MESS CHOICES

Please fill the choices of preference to operate the Mess in following Hostels:

S.No.	Mess Name	Please write Choice-1; Choice-2 & Choice-3
1.	Boys Hostel (BH-1) -1 Mess	
2.	Girls Hostel (GH-1) -1 Mess	
3.	Girls Hostel(GH-2) / Boys Hostel-2 (BH-2) - 2 Mess	

Signature of authorized person

Date:

Name:

Place:

Seal:.....

OFFERED MESS MENU ON THE BASIS OF SUGGESTIVE MENU

Day	Breakfast (08:00 am to 10:00 am)	Lunch (12:30 pm to 02:15 pm)	Snacks (05:00 pm to 06:00 pm)	Dinner (08:00 pm to 10:00 mp)
Common/ Compulsory				
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Menu for Festival/Regional Food:

Name of the Festival	Offered Food

Uses of millets grains (like Bajra, Kodo, Ragi etc.) may be used in offered menu.

CLIENT CERTIFICATE REGARDING PERFORMANCE OF MESS SERVICES

1. Name and address o the client:
2. Order/Award of Contract No. and date:.....
3. Number of Students for which Mess Services Provided (year wise).....
4. Date of Commencement of work
6. Date of completion of contract
7. Gross amount of the Services paid to Firm (year wise)
.....
8. Details of penalty/Fine impose to the firm with amount (if any)
9. Comments on the Services of the firm (Kindly tick)
 - (a) Quality of the Food Outstanding/Very Good/Good/Poor
 - (b) Qualify of Services Outstanding/Very Good/Good/Poor
 - (C) Hygiene and Cleanliness Outstanding/Very Good/Good/Poor
 - (d) Performance Infrastructure (equipments etc.) Outstanding/Very Good/Good/Poor
(if provided by the Institute) /Not applicable
 - (e) Deployment of Manpower during services Outstanding/Very Good/Good/Poor
 - (f) General Behavior Outstanding/Very Good/Good/Poor

Note: All Columns should be filled in properly.

Countersigned

Signature of the Reporting Officer with Official Seal*

Name of the Officer:.....

Name of the Institute:.....

Contact No. Phone/Mobile:.....

E-mail Address:.....

* Reporting should be above Group-A Officer or above rank.
