



CENTRAL UNIVERSITY OF SOUTH BIHAR

SH-7, Gaya - Panchanpur Rd., Vill. - Karhara, Post - Fatehpur
PS - Tekari, Dist. - Gaya, PIN - 824236 (Bihar). Website :cusb.ac.in

NOTICE INVITING TENDERS

The Central University of South Bihar invites sealed tenders under two Bid Systems for providing the “**Lease of Cafeteria/ Food Court**” at Panchanpur, Gaya from reputed Caterer / Mess Service Provider. The last date and time of submission of tender document is **12/04/2023 by 4:00 PM.**

The detailed tender document is available on the University website www.cusb.ac.in and CPP Portal web site: www.eprocure.gov.in/epublish/app/epublish/app The cost of tender form is Rs. 1,000/- . The tender forms can be downloaded from University website and be accompanied by DD of Rs. 1,000/- (As cost of Tender) in favour of Central University of South Bihar, payable at Gaya must be sent by POST to the office before last date of closing of the bid.

Registrar



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Notice Inviting Tender (NIT)

Index for Tender Form

S. No.	Items	:	Details
1.	Tender Notice No.	:	CUSB/PSD/ADMIN/CAFETERIA/T/26/2022-23 Dated: 22/03/2023
2.	Name of work	:	Tender for “ Lease of Cafeteria/Food Court Services ” at Central University of South Bihar, SH-7, Gaya- Panchanpur Road, Village- Karhara, Post- Fatehpur, P.S- Tekari, District- Gaya (Bihar) PIN- 824 236.
3.	Tender Fee	:	Rs. 1,000/- (Rs. One Thousand) in shape of DD
4.	Earnest Money Deposit	:	Earnest money of Rs. 50,000/- (Rs. Fifty Thousand only) in shape of Demand Draft/BG drawn in favour of Central University of South Bihar, payable at Gaya from any scheduled Bank.
5.	Start of submission of Bids	:	22/03/2023
6.	Pre-bid Meeting	:	27/03/2023 from 11:00 AM onwards at Gaya.
7.	Last date and time for Receipt of Bids	:	12/04/2023 by 04:00 PM
8.	Date and Time of opening of Technical Bids	:	12/04/2023 by 04:30 PM
9.	Place of opening of Bids	:	CUSB Gaya.

Note: The Prospective Bidders/Vendors are requested to read the complete tender documents and visit the site to understand its locality, terrain, surrounding conditions etc. before submission of Bids.



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Name of the work: Tender for “**Lease of Cafeteria/Food Court Services**” at Central University of South Bihar, Gaya (Bihar).

Sold to Sri/Smt./M/s.

On payment of Rs. 1000/- (Rupees One Thousand only)

Vide D.D. No. Bank & Branch dt.....

Registrar

I undertake to abide by the terms and conditions as stipulated in the detail tender call notice and conditions of contract.

Signature of the contractor

For Office Use only

- | | | |
|--------------------------------------|---|--------------------------|
| 1. Total Nos. Corrections | : | |
| 2. Total Nos. of Overwriting | : | |
| 3. Total Nos. of Pages | : | |
| 4. Earnest Money Deposit in shape of | : | |
| 5. Copy of S.T.C.C | : | Furnished/Not Furnished |
| 6. Copy of I.T.C.C./PAN | : | Furnished/ Not Furnished |
| 7. Any other enclosure | : | |

Registrar
Central University of South Bihar



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PS - Tekari, Dist. - Gaya, PIN - 824236 (Bihar). Website : cusb.ac.in

Technical Bid

Tender for **“Lease of Cafeteria/Food Court Services”** at
Central University of South Bihar, Gaya.

Central University of South Bihar invites sealed Tender for **“Lease of Cafeteria/Food Court Services”** at CUSB Panchanpur, Gaya. The last date and time of submission of tender document is **12/04/2023 by 4:00 PM**. The detailed tender document is available on the University website www.cusb.ac.in. The cost of tender form is Rs. 1000/- and can be purchased by payment in the form of Demand Draft, from Central University of South Bihar. The tender forms can also be downloaded from University website and be accompanied by DD of Rs. 1000/- in favour of “Central University of South Bihar” payable at Gaya.

Note:

- (i) **Tender Fee of Rs. 1,000/- and EMD of Rs. 50,000/- should be sent by Post and should be reached to the given address before closing date of tender.**

To,
The Registrar
(Tender Document)
Central University of South Bihar
SH-7, Gaya- Panchanpur Road,
Village- Karhara, Post- Fatehpur
P.S- Tekari, District- Gaya (Bihar), PIN- 824 236

Email : registrar@cub.ac.in
Website : www.cusb.ac.in
Contact : 0631-2229519
CPP Portal web site : www.eprocure.gov.in/epublish/app/epublish/app



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NOTICE INVITING BIDS

The Central University of South Bihar (CUSB), invites sealed tender in two bid system for the **“Lease of Cafeteria/Food Court Services”** at Central University of South Bihar, Gaya (Bihar) from the eligible vendors/ service providers. Details are as follows:

Sl. No	Description of Goods	Earnest Money to be Deposited	Last date & time of submission of Tender document	Time & date of opening of Tender
1.	Tender for “Lease of Cafeteria/Food Court Services” at Central University of South Bihar, Gaya.	Rs. 50,000/-	12/04/2023 by 4:00 PM	12/04/2023 by 4:30 PM

- The tender must be accompanied by a Demand Draft for the amount mentioned as above in Indian Rupees only, on a schedule bank drawn in favour of Central University of South Bihar, payable at Gaya as Earnest Money for the above tender.
- Eligibility Criteria : Physical**
Any food catering agencies, having good reputation concluded similar services in Central Government/State Government/ PSU/ Universities/ Educational Institutions/ Any Reputed Organisation with experience of at least 03 years including working in at least 01 Educational Organisation.
- Eligibility Criteria : Financial**
The Firm should have average annual financial turnover of at least Rupees 2,00,00,000/- (Rs. Two Crore only) during any of 03 years in last 06 financial years ending F.Y. 2021-22.
- Sealed tender documents duly signed & stamped on all pages are required to be delivered at Central University of South Bihar, to reach on or before **12/04/2023 by 4:00 PM** whereas Tender Fee of Rs. 1,000/- and EMD of Rs. 50,000/- must be sent by Post and to be reached to the office before last date of submission of bid. The Technical Bids opening shall be at CUSB, Panchanpur Gaya campus in presence of the tenderers or their authorized representatives, if any, who wish to attend. The date of opening of the Financial Bids of those bidders declared as qualified in Technical Bids will be displayed on University website. If the office happens to be closed on the date of receipt of the bids or opening of bids as specified, the bids will be received and opened on the next day of opening of the office on the same time and venue which is announced in this bid document / website of the University / communicated through E-Mail.
- The tenderer shall quote only amount for **“Lease of Cafeteria/Food Court Services”** as per detailed specifications as given in the tender document.
- Presence of Tenderer in pre-bid meeting is encouraged to clarify any doubt related with the tender. Tenderers should email their queries to registrar@cub.ac.in before the date of pre-bid meeting. University shall upload the clarification, if found necessary on the University's website and shall explain during pre-bid meeting.

8. The language used shall be English. In case any information is given in foreign language, then translated (in English) copies of those pages must be enclosed, failing which the tender will be disqualified.

9. Earnest Money & Tender Cost

The tender shall be accompanied by the cost of the tender document for **Rs. 1,000/- (Indian Rupees One Thousand only)** in the form of Demand Draft failing which the tender will not be accepted. Tender must also be accompanied by earnest money of **Rs.50,000/- (Rupees Fifty Thousand only)** in the form of DD/BG/FDR. The Demand Draft towards Earnest Money & cost of tender document should be sent through Post and the same must be reached to the office before last date of closing of the bid.

- 9.a. The tender cost and EMD are not required to be submitted by bidders who are exempted in terms of Registration with MSME/Govt. of India guidelines. However, they are required to furnish requisite certificate in this regard issued by the Competent Authority.

10. Technical Bid Document

- 10.i. The Tenderers should establish their credentials by giving valid documentary evidences of similar services to have been executed in India.

10.ii. Documents required to be submitted with Technical Bid

- 10.ii.a. Copy of Income Tax Permanent Account Number.
- 10.ii.b. Copy of registration of GST
- 10.ii.c. Copy of working experience in same areas as required in above para-03
- 10.ii.d. Copy of ITR and Certified Audit Report to comply with above para-04.
- 10.ii.e. Registration with Food Safety & Standard Authority of India
- 10.ii.f. Shop Establishment Registration certificate from Local Authority.

11. Financial Bid Document

The **Financial Bid** shall contain the tender documents and information related to the schedule of quantities quoting the Lease Amount/Price in Indian Rupees.

12. The Tender Evaluation Committee will evaluate the Technical Bids and is fully authorized to reject any tender incomplete in nature or on justifiable reasons after giving due opportunity to the prospective Vendors, if the requirements are not met for the complete need of the CUSB. The decision of the Tender Evaluation Committee shall be final. Only those Technical Bids declared qualified by the Tender Evaluation Committee shall be eligible for consideration of Price Bid. Those successful Tenderers for whom the Price Bid is to be opened shall be intimated through University website.

13. Clarification on Tender Documents

- 13.1. During evaluation of tenders, the University authorities/ committee may at its discretion to ask the Tenderer for any clarification(s), if so deemed fit. The request for clarification

and the response shall be in writing within stipulated time. However, the Tenderer is not permitted to alter the price(s) furnished in the Price Bid.

- 13.2. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price (i.e. obtained by multiplying the unit price and quantity), the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of errors, its tender will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
14. The amount of Earnest Money Deposit (EMD), in case of successful Tenderer, shall be refunded on successful completion of contract period. However, EMD of unsuccessful Tenderers will be refunded after the award of the contract to the successful Tenderer.
15. The CUSB does not bind itself to accept the lowest or any other tender and reserves the authority to reject any or all the tenders received without assigning any reason. Tenders, not in compliance with any of the prescribed conditions or incomplete in any respect or in presence of any correction not duly initialled/dated by the Tenderer, will liable to be rejected. However, the final decision for accepting or rejecting any or all tenders will be in the sole discretion of the Vice Chancellor, CUSB.
16. Tender shall remain open for acceptance for a period of 90 days from the date of opening of the tenders. If any Tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to CUSB, then CUSB, shall without any prejudice to any other right or remedy, be at liberty to forfeit full earnest money, absolutely. The decision of Vice Chancellor, CUSB in this behalf shall be final and binding on the Tenderer.
17. The 'Notice Inviting Tender' shall be a part of the contract/agreement document(s).
18. No additional condition shall be accepted. The tenders having any additional conditions will be summarily rejected without assigning any reason.
19. The Tenderer should meet the Financial & Physical eligibility criteria to qualify in the subject tender and relevant documents/certificates should compulsorily be submitted as Annexures.

Important: In case the bidder awarded with providing Cafeteria/Food Court services backs out, the EMD submitted by the bidder shall be forfeited.

Conditional bids (Technical as well as Financial) shall not be considered and shall be summarily rejected.

Date:
Place:

Signature of the Tenderer



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Technical Bid Proforma

Sl. No.	Particulars	Description in details										
1.	Name of the Catering Firm											
2.	Complete Contact Details of Authorized Person of Catering firm, including name, address, telephone, mobile number, Email, Website (if any)											
3.	Shop Establishment Registration certificate from Local Authority.											
4.	Year of registration / establishment of firm											
5.	PAN No.											
6.	Copy of IT return/ acknowledgment for last three years.											
7.	Copy of annual accounts (balance sheet and profit and loss account) for last three years.											
8.	GST Registration No.											
9.	Details of Health / Food License No.											
10.	PF registration No.											
	ESIC registration No.											
11.	Details of any other license required to run the Catering Services (pl. specify)											
12.	Details of Fire Security License											
13.	MSME Entrepreneur	Comment										
13.1.	Is the bidder MSME Entrepreneur	Y/N										
13.2.	If yes, the category (GEN/OBC/SC/ST/Women)	<table border="1"> <thead> <tr> <th>GEN</th><th>OBC</th><th>SC</th><th>ST</th><th>WOMEN</th></tr> </thead> <tbody> <tr> <td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>	GEN	OBC	SC	ST	WOMEN					
GEN	OBC	SC	ST	WOMEN								

Clause for tender submission

1. Please mention following details super scribed on the envelop.
 - a) Last date and time of submission of the Tender: 12/04 /2023, till 04:00 PM
 - b) Tender Reference No. CUSB/PSD/ADMIN/CAFETERIA/T/26 /2022-23, Date: 22/03/2023.
2. Tender documents will be on **Two bid system** to examine the technical feasibility, financial credentials etc. and must be accompanied by the Tender Fee/ Bid Security Form/Earnest Money Deposit
3. The tender must be submitted in three separately sealed envelopes marked as “A”, “B”, & “C”. The language used shall be English. In case any information is given in foreign language, then translated (in English) copies of those pages must be enclosed, failing which the tender will be summarily rejected.
4. **ENVELOPE ‘A’ (Tender Fee & Earnest Money)**

The tender shall be accompanied with tender fee of **Rs. 1,000/- (Rs. One Thousand only)** in the form of Demand Draft in **favour of Central University of South Bihar, Payable at Gaya**, failing which the tender will not be accepted. Tender must also be accompanied with earnest money of **Rs. 50,000/-** as mentioned, in the form of Demand Draft/Fixed Deposit/Bank Guarantee in **favour of Central University of South Bihar, payable at Gaya** issued by any Scheduled Bank
5. The tender fee and EMD are not required to be submitted by bidders who are exempted in terms of MSME, Govt. of India guidelines. However, they are required to furnish requisite valid certificate in this regard issued by the Competent Authority.
6. **ENVELOPE ‘B’ (Technical Bid Document)**

Tenderers should establish their credentials by giving valid documentary evidences of similar services as defined in this document to have been executed in India.
7. **Envelope ‘C’ (Financial Bid Document)**

The Envelope ‘C’ shall contain the tender documents and information related to the schedule of services quoting the rates etc. of the item pertaining to the Financial Bid on the Financial Bid document, issued by CUSB, along with the tender document.

Price Bid: The AMC rate quoted should be inclusive of all taxes.
8. All the three envelopes shall be submitted together in another big envelope sealed and super-scribing thereon Tender for Providing the **“AMC Services (Comprehensive) for various IT items (Computer Desktop, Workstation & Server)”**.

Envelope ‘A’ (Tender Fee & Earnest Money),

Envelope ‘B’ (Technical Bid Document), and

Envelope ‘C’ (Financial Bid Document), shall be in separate sealed envelopes, each marked as “Envelope ‘A’, Envelope ‘B’ and ‘Envelope ‘C’, respectively.

The envelope marked ‘Envelope ‘B’ of only those Tenderers shall be opened, whose earnest money & tender cost are placed in the ‘Envelope ‘A’ and found to be in order.

9. Technical Eligibility criteria for bidders

In order to qualify in the technical bid for Financial Bid opening, the Technical Bid documents should be accompanied with the following documents:

- 9.1. Tender Fee of Rs. 1000/- & EMD of Rs. 50,000/-
- 9.2. Photocopy of GST Registration Certificate in the name of registered Owner.
- 9.3. Photocopy of PAN certificate in the name of registered owner.
- 9.4. Photocopy of Shop Establishment Registration certificate from Local Authority
- 9.5. Photocopy of PF/ESIC registration (If applicable)
- 9.6. Photocopy of FSSAI Certificate.
- 9.7. Copy of Work Order/Performance/Completion Certificate as in Physical Eligibility
- 9.8. Copy of ITR and Certified Audit Report as in above Financial Eligibility
- 9.9. All pages of Tender Document duly signed and attached with Un-priced Financial Bid.

10. Evaluation of Financial Bids

- 10.1. Financial Bid of only those bidders shall be opened who qualifies in Technical Bid.

10.2. Criteria for Price Bid Evaluation:

Selection of bidders/ vendors shall be done on the basis of **Highest Quoted Lease Amount per month** to be paid to the University for Providing Cafeteria/Food Court Services.

11. Issues related to Hygiene in the Cafeteria/Food Court

- 11.1. Cleaning and Housekeeping of kitchen area, Dining area and other premises of Cafeteria Building will be the sole responsibility of the contractor.
- 11.2. Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture and water cooler is sole responsibility of the caterer. The highest possible standards are expected to be maintained in this regard.
- 11.3. Highest level of hygiene must be maintained in the workers' toilet/bathroom.
- 11.4. Workers should be provided the necessary training so as to maintain the highest possible standard of hygiene.
- 11.5. CUSB reserve the right to check on cleanliness, upkeeps of premises and quality of the food at any time without any prior notice.
- 11.6. Failure in maintaining expected hygiene shall be assessed/ decided by the University Authority or Cafeteria Committee and fined appropriately as per norms. In case of gross failure/negligence, a severe penalty will be imposed results a hefty fine as cash and/or summarily termination of the Contract.

12. Security Deposit

- 12.1. The successful tender has to furnish Security Deposit of Rs. **5,00,000/- (Rupees Five lakh only)** in form of Demand Draft/Bank Guarantee obtained from any nationalized / Scheduled bank and drawn in favour of 'Central University of South Bihar' payable at Gaya. Security Deposit to be furnished within 10 days of issue of Letter of Acceptance.
- 12.2. If the successful tenderer fails to remit the security deposit within the above said period, the Earnest Money Deposit paid by him will be forfeited and the tender will be held void and the tender accepting authority shall continue the process with other responsive tenderers.
- 12.3. No Interest will be paid on the Security Deposit mentioned in Clause 4.1 above.

13. Signing the Agreement

- 13.1.** The successful tenderer shall furnish the required security deposit and execute an agreement on a non-judicial stamp paper to the value of Rs.1,000/- (embodying the terms and conditions of the tender within 15 days from the date of acceptance of the tender. The specimen form of agreement is enclosed (**Annexure- "F"**)
- 13.2.** If the agreement mentioned in above is not executed in the prescribed period, the Earnest Money Deposit and Security Deposit of the tenderer shall liable to be forfeited.
- 13.3.** The successful tenderer, if fails to execute the agreement within the stipulated period, he will also be liable for all damages arising there from such default including the cost of conducting fresh tenders and the increase in rates if any, in the subsequent tender, shall compensate for all losses sustained by the Government/University in this regard.
- 13.4** After the agreement is prepared signed by both parties and registered, the University shall retain the original agreement and the Contractor/ Service Provider shall keep the certified copy/duplicate copy of the agreement. The Agency shall bear and pay all the costs, charges and expenses incidental to the preparation, registration and execution of the signed contract in duplicate.

14. Termination of Contract

14.1. Termination for Default

- 14.1.1.** CUSB may, without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 15 days, sent to the Cafeteria/Food Court Contractor/Lessee, terminate the contract in whole or part,(i) if the Cafeteria/Food Court Contractor/Lessee fails to perform any of the obligation(s) under the contract; or (ii) if the Cafeteria/Food Court Contractor/Lessee, in the judgment of CUSB, has engaged in fraudulent and corrupt practices in competing or in executing the contract.
- 14.1.2.** In the event, the CUSB terminates the contract in whole or in part, University may entrust the contract of operating/running Cafeteria/Food Court to other persons/contractors in such manner and at such rate as deemed appropriate and they shall be liable to the CUSB for loss of revenue suffered by the CUSB in this process. However, the Cafeteria/Food Court Contractor/Lessee shall continue the performance of the contract to the extent not terminated.

14.2. Termination for Convenience

- 14.2.1.** On serving written notice, with a notice period of 15 days sent to the Cafeteria/Food Court Contractor/Lessee, CUSB may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the CUSB convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

15. Special conditions

- 15.1.** Adducing reasons like strikes, non-availability of raw material etc. shall not be entertained.
- 15.2.** Non-fulfilment of the contract on any ground will result in forfeiture of part or whole of Security Deposit /Earnest money deposit amount. The University also reserves the right to debar such tenderer/contractor from future tenders. Besides this, the tenderer will also be liable for all damages arising from such default including the cost of conducting fresh tenders and the increase in rates in the subsequent tender and shall

compensate for all losses sustained by the university in this regard.

- 15.3.** If the Tenderer fails to provide catering services within the stipulated time and substantial quality, the University is at liberty to make alternate arrangement for catering services from any other source including from any other tenderer who might have quoted lower lease rate, at the risk and cost of the existing Contractor/Lessee and in such case the University has every right to recover the cost and impose penalty, besides taking any other action.
- 16.** Service Providers shall entirely be responsible for all taxes, duties, license fees, octroi, road permits, etc. incurred in execution of the contracted services to the University.
- 17.** If two or more vendors are found at H-1, the preference would be given to the firm having experience of running Cafeteria/ Canteen/ Mess services at any other Central University, Educational Institutions and/or Government Organisations.
- 18.** In case H-1 fails to execute the contract either initially or in between the contract period of one year then CUSB reserves the right to engage the Services with H-2 on H-1 quoted lease rate.
- 19.** Any dispute arising out of this contract will be interpreted and settled under jurisdiction of court at Gaya only.



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TERMS & CONDITIONS TO RUN THE CAFETERIA

1. The Cafeteria/Food Court will be lease out initially for a period of one year and can be extended on the satisfactory performance on mutual consent of either parties, on revision of rate of food items if any for further period of three years. A review would be done on completion of every one year period and based on the report, the extension would be considered by the Authority.
2. The Central University of South Bihar has “**MENU CHART**” with quantity and price for each item on the menu chart. Contractor /Service Provider shall have to supply/sell each item as per this price and quantity of menu chart. The “**MENU CHART**” is attached in **ANNEXURE-“A”**.
3. The Contractor /Service Provider will not be allowed to change or fix the rate of any item or change the menu in any other form as per his whims and caprices. In case of emergency, like non availability of any item in the market or increase of price of any item in the market etc. prior permission from University or its representative will have to be taken by the Contractor /Service Provider to make necessary change in “**MENU CHART**”.
4. It is mandatory on the part of the Contractor/ Service Provider to serve each item of menu at the rates and quantity as specified in the **ANNEXURE-“A”**.
5. The Cafeteria/Food Court facility (Kitchen & Dinning Hall) shall be provided by the University on as is where basis. The University shall provide the following:
 - (a) Water for cooking, washing and cleaning;
 - (b) Drinking water: R.O. Water shall be provided by the University, however, its maintenance and maintenance charges will be on part of the contractor. The Contractor should ensure that RO system must be left in working condition at any stage of termination.
 - (c) Electricity for exclusive purpose of running the dining facilities;
 - (d) Electric charges as per actuals, based upon meter installed by the Contractor for the purpose, have to be paid by the Contractor /Service Provider.
 - (e) The Contractor /Service Provider should adopt water conservancy measures as water is very valuable and elixir for human survival and wastage of water in any form would not be allowed and may invite imposition of fine.

- (f) Electricity should not be used for any purpose other than cooking. No Electric Stoves/Electric Hitter will be allowed for cooking. Cooking is allowed by only Commercial LPG connection.
6. Procurement of the items, raw materials required for performing the services is the absolute responsibility of the Contractor /Service Provider.
 7. Contractor/Service Provider shall use best quality of vegetables, fruits, dairy products and animal products etc. for preparing food items. However the brand of the products will be as per **ANNEXURE-“B”**.
 8. Contractor/Service Provider shall be solely responsible for the arrangements of commercial gas refilling and its safety. Only expert/knowledgeable staff should be allowed to handle the LPG. In case of any accident, Contractor/Service Provider will be solely responsible.
 9. Contractor /Service Provider shall provide catering services as per **MENU CHART** mentioned in **ANNEXURE-“A”** and would be the part of Agreement. The menu price/cost includes fuel cost, procurement of provisions, vegetables and other items. Further, the cost of these items shall be inclusive of loading and unloading, transportation, storage at kitchen premises, statutory taxes including service tax, duties and all other levies [as applicable from time to time by GoI for which no additional cost is payable or reimbursable from the University/students].
 10. Contractor/Service Provider shall make his own arrangement for procuring utensils, Kitchen equipment, plates, glasses, cutlery etc.
 11. Contractor/ Service Provider should not use any artificial colour, preservatives and other harmful chemicals additives [e.g. mono-sodium glutamate, carcinogen or any cancer agent] in any of the dishes or even store them in the Cafeteria/Food Court premises.
 12. The premises of the Cafeteria/Food Court should be kept clean and tidy round the clock and the Contractor/ Service Provider shall be fully responsible for the maintenance of hygiene as per the standards required by the Municipal/Health Department of the Government of India.
 13. Responsibility and safeguard of the Cafeteria property shall be the responsibility of Contractor/ Service Provider. Damage to the University property in the Cafeteria/Food Court premises will be recovered from security deposit of Contractor/ Service Provider.
 14. University shall not provide any additional infrastructural facilities to the Cafeteria/Food Court, other than the existing.
 15. The Cafeteria/Food Court premises (inside and outside) should not be used for any other purposes except for running the Cafeteria/Food Court.
 16. Contractor/ Service Provider should not transfer/sublet the management of running of Cafeteria to any other individual or agency.

17. The manager/representative of the Contractor/ Service Provider of the Cafeteria/Food Court should be present at the premises and supervise the day to day affairs of running the Cafeteria/Food Court and shall not give scope for any complaints either from students/staff or other customers.
18. The walls and surroundings of the Cafeteria/Food Court should not be used for paintings/advertisement. Staying of unauthorized persons in Cafeteria/Food Court or indulging in any anti-social activities by any staff of the Cafeteria/Food Court shall be viewed seriously and proper action will be initiated in such cases.
19. The authorized University officials shall have every right to inspect the Cafeteria/Food Court without any notice and take appropriate action. An SOP for cafeteria services in **Annexure-“G”** is attached for running services for Cafeteria/ Food Court. The contractor must read the same before applying the tender and shall comply with the provisions contained in SOP, if contract is awarded.
20. Contractor/ Service Provider should cater approved items only. Cigarettes, Pan, Gutka, liquor in any form or any prohibited drug are strictly prohibited as per Government of India/ Government of Bihar guidelines.
21. In case of violation of terms & conditions, the University may take appropriate action and/or terminate the agreement, including the forfeiture of Security Deposit.
22. The either parties shall have the right to terminate the lease by giving 15 days notice.
23. At the time of termination of the contract or vacating the Cafeteria/Food Court premises, the caterer will hand over all the all University Properties like fixtures, furniture, Electrical Items etc. in good/working condition.
24. Contractor/ Service Provider shall not make or permit any construction or structural alteration or additional fittings inside the premises or the work place without prior written approval of the authorities.
25. Staff strength in each category of Cooks, helpers etc. should be optimum and finalized in consultation with the University. Sufficient number of staffs should be engaged to carry on day to day activities of the Cafeteria/Food Court.
26. Engagement of child labour (below 14 years) is totally prohibited. It is responsibility of the caterer to comply with all formalities/provisions of Labour Laws/ Factories Act/ Equal Remuneration Act/ and other labour Laws of Government of India.
27. The employees of the Contractor/ Service Provider should wear proper Uniform of the same colour/design.
28. Contractor/ Service Provider shall be responsible for the proper conduct and behavior of the employees engaged. The employees cannot reside in the place of work except to the extent necessary for their duty with the permission from the Competent Authority in respect of the functioning of the dining facility.

29. The Contractor/ Service Provider should ensure that all the employees are free from communicable or infectious or contiguous diseases. Medical certificate to this effect should be made available for inspection by the University authority.
30. All expenses related to the functioning of the employees like EPF/Bonus/ESI etc shall be paid by the Contractor/ Service Provider and such record of remittance of salary be provided on demand.
31. Contractor/ Service Provider shall maintain the record of duty hours and pay structure as per rules for inspection by authorized Government Personnel for meeting other statutory and non-statutory benefits/obligations.
32. The University reserves the right to review and modify the terms and conditions periodically as per conditions/convenience.
33. The item of food served will be checked by the Cafeteria Committee constituted by the University and may be a part of test audit or random audit. In case, any dispute on quality of food found between Contractor/ Service Provider, Registrar of the University will be the sole arbitrator and his/her decision shall be final and binding on both the parties.
34. Vegetarian and Non-vegetarian foods will be cooked and served separately in the Cafeteria/Food Court.
35. Keeping in view the prevailing standards under 'Swachh Bharat Abhiyan' of Government of India, the disposal of any biodegradable or non-biodegradable waste will be eminent responsibility of the agency/contractor/vendor. For the disposal of waste, the contractor is bound to pay the charges as decided by the University from time to time in consonance with the waste disposal system/ norms of the University.
36. In case of imposition of fine by the University for violation of any stipulation of the contract or for serving sub-standard food or for serving unhygienic food etc., the Agency will pay the amount of fine within 7 Days (Seven Days) of imposition of fine through DD/cheque in favour of "CENTRAL UNIVERSITY OF SOUTH BIHAR" payable at GAYA.
37. Cooking material should be branded and as per FSAAI standards. Sub-standard materials shall not be allowed to be used in cooking services. Harmful colour in food materials is not permissible to use. The agency will follow the permissible brands of specific consumables mentioned in **Annexure "B"**.
38. Hygiene, overall cleanliness of surrounding, kitchen and the food items, raw materials, ingredients etc. should be of good quality. Clean, fresh, nutritious, hygienic and edible food has to be served. Any type of cooked food shall not be stored/preserved/reserved after meals. Non-adherence of University authority's instructions in above matters shall be considered as violation of terms and conditions of contract and shall invite penalty for

the same in the form of imposition of fine and even termination of the contract unilaterally.

39. Contractor/ Service Provider or his/her representative must be present in the meeting called by University administration to decide various issues relating to Cafeteria/Food Court.
40. The Contractor/ Service Provider is required to maintain the details of all his employees/Mess workers. Detailed information/Bio-data of each staff along with photograph shall be submitted to the University authority.
41. The Contractor/ Service Provider will install CCTV Camera covering the entire Cafeteria/Food Court and kitchen area and at least 30 days of recorded data be made available to the University administration any time on demand.
42. In case of any accident causing injury/death of workers/staff during the services, absolute liability/ responsibility shall be absolutely of the Contractor/ Service Provider. The University administration shall not be responsible by any means in such cases. The Contractor/ Service Provider should arrange group insurance and other social security measures to all of their workers as per the provisions of laws. The agency should also follow the provisions of other welfare legislations of our country and should take appropriate steps for the welfare of its employees.
43. The Contractor/ Service Provider shall be fully responsible for appropriate behavior of the Cafeteria/Food Court Workers. If it is found that any worker has misbehaved with any of the Students/ University employees/ Faculty Members or other University Administrative officials, the Contractor/ Service Provider will have to take strict action against the said worker as per the instruction/advice of the University.
44. All the food items should be kept covered before and after processing and during sale.
45. The contractor must not use/store any hazardous Chemical/ Dangerous Element/ Banned Products in the cafeteria which may pose threat to the safety of the life.
46. The Contractor should provide multiple point service – apart from canteen, staffroom, department rooms, faculty rooms etc.
47. The contractor shall insure COVID-19 protocols/ guidelines issued time to time and take the precautions all time in the cafeteria premises, as and when spreads.
48. Any type of advertisement/branding in any form inside the cafeteria is not allowed without prior permission of the University authority.
49. The Contractor would display the MENU LIST with the approved rates in the cafeteria.
50. In case, the contractor wishes to add new food items in the specified list, prior permission should be taken and the rate should be approved by University Authority with consultation of the Cafeteria Committee

Clauses for PENALTY, if any :-

51. Insect cooked along with food would invite a fine of at least Rs.2,500/-
52. Any complaint of soft objects like hair, rope, plastic, cloth etc in food will attract a fine of Rs.1,000/- per complaint.
53. Any complaint of stones/pebbles of diameter more than 2mm will attract a penalty on the Contractor/ Service Provider which can range between Rs.500/- to Rs.1,000/- depending on the size of the stone/pebble.
54. Hard and/or sharp objects like glass pieces, nails, hard plastics etc. found in edible item will attract a penalty of at least Rs.1,500/- per incident.
55. Three or more complaints of unclear utensils in a day or in a regular way would lead to a fine of Rs.500/- on the Agency.
56. If the vegetables or any other item is not cooked properly and verified by the University Authority as correct then a fine of Rs.1,000/- would be imposed on the Agency.
57. Change of menu-chart or price therein without permission of University would result in a fine of Rs.3,000/- on the Contractor/ Service Provider.
58. If the quality of milk/Paneer is not found up to be appropriate or it is diluted, a fine of Rs.2,000/- would be imposed upon the Contractor/ Service Provider.
59. Inappropriate personal hygiene of workers including their dress and/or misbehavior by workers etc. will lead to fine of Rs1,500/- on the Contractor/ Service Provider for every instance.
60. Failure to maintain a proper health checkup of the workers will attract a fine of Rs.2,000/- per instance.
61. Food poisoning shall invoke a very hefty fine along with cancellation of contract and possible blacklisting of the Agency.
62. Using brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and that will be imposed upon the Contractor/ Service Provider by the University Administration taking into consideration the severity of the violation.
63. For any rule stated in the contract and the first violation of the rule implies fine as per the rule. Second and subsequent violations of the same rule on a different day will attract triple of the initial fine amount on the Agency.
64. Besides the above, in case of any other hygiene failure/gross negligence/ violation of other rules which are not mentioned above, by the Contractor/ Service Provider, will be assessed by the University Administration and accordingly a hefty fine will be imposed upon the Contractor/ Service Provider and that may also lead to the termination of contract and black-listing the Agency.



CENTRAL UNIVERSITY OF SOUTH BIHAR

SH-7, Gaya - Panchanpur Rd., Vill. - Karhara, Post - Fatehpur
PS - Tekari, Dist. - Gaya, PIN - 824236 (Bihar). Website :cusb.ac.in

FINANCIAL BID PROFORMA

Tender Notice No.: CUSB/PSD/ADMIN/TENDER/26/2023-21, Date: 22/03/2023

Subject: Tender for the Lease for "Providing Cafeteria/Food Court Services at cafeteria".

Name of the Bidder: _____

Sl. No.	Item Description	Amount /Per Month (₹)
1.	Lease for "Providing Cafeteria/Food Court Services at cafeteria"	
Total Amount (₹)		
Total Amount in words: (₹)		

Note:

- Highest Lease Amount Quoted Bidder shall be declared as H-1 and award letter shall be issued to H-1 Bidder to start the Cafeteria Services at CUSB Gaya.
- Overwriting or use of whitener results the Bid summarily to be rejected.

Date:

Signature

Name: _____

Designation & seal

VARIOUS ANNEXURE

ANNEXURE – “A” : MENU-CHART

ANNEXURE – “B” : PERMISSIBLE BRAND OF CONSUMABLES

ANNEXURE – “C” : AFFIDAVIT

ANNEXURE – “D” : CERTIFICATE

ANNEXURE – “E” : UNDERTAKING

ANNEXURE – “F” : CONTRACT AGREEMENT

ANNEXURE – “G” : SOP FOR CAFETERIA/FOOD COURT

ANNEXURE- “A”**MENU CHART FOR THE CAFETERIA/FOOD COURT**

S.No.	ITEM	QUANTITY	MEASURE	RATE OFFERED
BEVERAGE				
1.	Hot Coffee	100 ml	Per Cup	12
2.	Regular Tea	100 ml	Per Cup	8
3.	Lemon Tea	100 ml	Per Glass	8
4.	Lassi	200 ml	Per Glass	20
MACHINE BASED				
5.	Coffee	100 ml	Per Cup	15
6.	Cold Drink	100 ml	Per Cup	10
7.	Tea	100 ml	Per Cup	10
8.	Standard Cold Drink all brands available in the Market	N/A	-	As Per MRP
9.	Mineral Water (Standard)	1 litre	Per bottle	As Per MRP
SNACKS & LUNCH				
10.	Samosa (Potato)	120 grams each	Per Piece	8
11.	Kachori	120 grams each	Per Piece	8
12.	Pastry	100 grams	Per plate/ 1 Piece	10
13.	Gulab Jamun	50-70 gram each	Per Piece	10
14.	Rasgulla	50-70 gram each	Per Piece	10
15.	Chole Bhature	-	Per Plate/ 2 Pieces	30

16.	Lunch (Roti & Rice, Dal & Two Sabjis, Veg. Salad)	-	Roti & Rice	60
17.	Bread Pakoda	120 grams each	Per Piece	10
18.	Masala Dosa each with Sambhar	175 grams	Per Plate	50
19.	Plain (Sada) Dosa with Sambhar	150 grams	Per Plate/ 2 pieces	40
20.	Uttappam with Chutney	150 gram	Per Plate/ 1 Piece	25
21.	Vada with Sambhar	120 grams each	Per Plate	15
22.	Veg. Cutlet with Chutney	100 grams each	Per Plate	12
23.	Veg. Sandwich (Two Slice of Bread with sliced Fresh Vegetable and Spread)	-	Per Piece	20
24.	Cheese Sandwiches (Two Piece)	-	Per Plate	25
25.	Bread & Butter (Two Slice Bread with Butter Spread)	-	Per Plate	15
26.	Bread and Jam (Two Slice of Bread with Jam Spread)	-	Per Plate	15
27.	Bread Piece (Three Slice of Bread Roasted in Oil or ghee)	-	Per Plate	15
28.	Veg. Burger (One Slice of Bun with Veg Fillings, Sliced fresh Vegetables and Lettuce)	-	Per Plate	25
29.	Pizza (Medium Size)	-	Per Plate	100
30.	Idli with Sambhar & Chutney	120 grams	Per Plate	15
31.	Dhokla	100 grams	Per Plate	25
32.	Upama with Chutney	200 Grams	Per Plate	20

33.	Poori(5 pieces) with Sabji	200 grams	Per Plate	25
34.	Pav Bhaji (Two pieces of Pav with Bhaji)	-	Per Plate	30
35.	Veg. Biryanni with Raita	200 grams	Per Plate	30
36.	Rajma Chawal	200 Grams	Per Plate	30
37.	Seasonal Vegetable curry	-	Per Plate	20
38.	Puri Aloo (3 pieces Puri with Aloo Shabji)	-	Per Plate	25
39.	Ice Cream	-	-	MRP
40.	Yoghurt	-	-	MRP
41.	Flavoured Milk	-	-	MRP
42.	Juices (Tetra Pack)	-	-	MRP
43.	Chicken Biryani	-	Half Plate	50
44.	Chicken Curry (Three Pieces)	-	Per Plate	50
45.	Veg. Fried Rice	250 grams	Per Plate	35
46.	Jeera Rice	250 grams	Per Plate	25
47.	Paneer Curry/Masala	200 grams	Per Plate	45
48.	Roti Plain	-	Per Piece	5
49.	Roti-Butter	-	Per Piece	8
50.	Dal Fry	200 grams	Per Plate	20
51.	Aloo- Gobi Masala	200 grams	Per Plate	25
52.	Dum Aloo	200 grams	Per Plate	25
53.	Egg Omlette (Two eggs)	-	Per Plate	24
54.	Egg Omlette (One Egg)	-	Per Plate	12
55.	Fish Curry	200 grams	Per Plate	50
56.	Fish Fry	200 grams	Per Plate	45
	Monthly Food Charges	(Breakfast, Lunch, Dinner)	Per student	3500

Any other food item(s) or any change in rate specified shall be effective with proper consultation of Cafeteria Committee and further approval of University Authority.

PERMISSIBLE BRANDs OF SPECIFIC CONSUMABLES*

Sl.no.	Items	Representative Brands
1.	Salt	Ankur, Tata Salt, Ashirbad salt or equivalent
2.	Grind Spices(Including Chili powder, Turmeric powder, Coriander Powder, Cumin Powder, White Pepper Powder, Asafetida etc)	MDH, Everest, Patanjali, TATA Sampann
3.	Whole Spices[Bay Leaf, Aniseed, Cardamom, Carom Seed, Cinnamon, Clove, Coriander Seeds, Fenugreek, Brown Mustard Seed, Sesame, Fennel Seed, Star Anise, Black Pepper, Kasoori Methi etc]	Brand Approved by FSSAI
4.	Other Spices[Garam Masala, Gravy Masala, Pav-bhaji, Sambhar Masala, Chat Masala etc]	MDH, Everest, TATA Sampann, Patanjali
5.	Ketchup	Maggi, Kissan, Heinz, TOP
6.	Cooking Oil	Dhara, Sundrop, Fortune, Saffola, Engine, Panchhi, Dalda
7.	Pickle	Lal's, TOP, Nilons
8.	Wheat Atta	Ashirwad Chakki Atta, Annapurna, Patanjali, Kitchen Fresh
9.	Papad	Lijjat, Haldirams or equivalent brand
10.	Butter	Amul, Britannia, Govardhan
11.	Bread	Morish, Modern, Britannia or equivalent
12.	Jam	Kissan, Maggi, TOP
13.	Ghee	Amul, Govardhan, Bitannia
14.	Milk	Sudha/ Amul
15.	Paneer	Sudha/Amul
16.	Tea	Brook Bond, Lipton, TATA Tea
17.	Coffee	Nescafe, Bru

18.	Rice	Patanjali, TATA, Ashirbad or equivalent
19.	Dal	Any standard brand approved by Mess Committee
20.	Ice Cream	Amul
21.	Chili/Soya Sauce	TOP/KISSAN
22.	Vinegar	TOP or any other standard Brand
23.	Baking Powder	Funfoods/Cadbury/equivalent
24.	Noodles	Chings/Barilla/DelMonte/Borges/equivalent
25.	Corn Flakes	Kellogg's/Nestle/TOP
26.	Namkeen	Haldiram/Pramod/Balaji/Bikaner
27.	Besan	Patanjali/TATA/Equivalent
28.	Maida	Kitchen King/Ashirvad/Patanjali
29.	Chocolate Health Drink	Bournvita/Boost/Horlicks
30.	Choco Powder	Amul/Cadbury/TOP
31.	Coconut Powder	Maggi/Patanjali

*The agency may use other brands (only FSSAI/AGMARK) in exceptional situation like unavailability of the product in the market, other branded spices for special food etc., only if permitted by the University Administration in writing.

AFFIDAVIT

1. I/We the undersigned do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our firm M/s _____
_____ have abandoned any work/supply nor any contract awarded to us for such works/supplies have been rescinded, during last three years prior to the date of this bid.
3. The undersigned hereby authorize and request any bank, person, firm or Corporation to furnish pertinent information deemed necessary as requested by the Central University of South Bihar, to verify this statement or regarding my (our) competence and general reputation.
4. The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the Central University of South Bihar.

(Signed by an Authorized Officer of the Firm)

Title of Officer

Name of Firm

Date

CERTIFICATE
(to be provided on letter head of the firm)

I hereby certify that the above firm has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account.

I also certify that the above information is true and correct in all respect and in any case at a later date, if it is found that any details provided above are incorrect, then the contract given to the above firm may be summarily terminated and the firm may be blacklisted.

Date:

Place:

Authorized Signatory

Name:

Seal

Designation:

Contact No.:

UNDERTAKING

[by Tenderer(s)]

Name of the work : _____

Tender No. : _____

We confirm that we have quoted the rates in the tender considering Inter-alia the

1. Tender Document(s) with all Annexures, Scope of Vendor
2. Additional Document(s), if any
3. BOQ Document (Price Bid Format)
4. Corrigendum, if any
5. Pre Bid Meeting Minutes, if any

We, _____ (Name of the Tenderer)
hereby certify that we have fully read and thoroughly understood the tender requirements and accept all Terms and Conditions of the tender including all corrigendum/addendum issued, if any. Our offer is in confirmation to all the terms and conditions of the tender including all corrigendum/addendum, if any and minutes of the pre-bid meeting. In the event, our offer is found acceptable and contract is awarded to us, the complete tender document shall be considered for constitution of Contract Agreement.

Signed for and on behalf of
Tenderer(s)

Name of Tenderer(s)

Date : __/__/____

Place :

Seal & Signature of Tenderer

Note :

This declaration should be signed by the Tenderer's authorized representative on COMPANY LETTERHEAD who is signing the Bid and to be submitted with tender.

FORMAT OF CONTRACT AGREEMENT

This Agreement made on the day of 2023 and to be effective w.e.f. between **The Registrar, Central University of South Bihar**, SH-7, Gaya- Panchanpur Road, Village- Karhara, Post- Fatehpur, P.S- Tekari, District- Gaya (Bihar) PIN- 824236. (herein after CUSB) of the one part and **(Name of Cafeteria/Food Court/ Contractor/ Lessee)** of [complete address of Contractor/ Lessee] (hereinafter called “the Cafeteria/Food Court Contractor/ Lessee) of the other part:

Whereas the University is desirous that catering services to be provided in the Cafeteria/Food Court of Central University of South Bihar as per the tender reference No. And has accepted a bid by the Cafeteria/Food Court Contractor/ Lessee / Service Provider for running the Cafeteria/Food Court at Central University of South Bihar for a sum of Rs. (Rupees) herein after called the “Contract Price”.

NOW THIS AGREEMENT WITNESSETH AS FOLLOW:

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract and scheduled referred to, and they shall be deemed to form and be read and construed as part of this Agreement.
2. The following documents shall be deemed to form, be read and construed as part of this Agreement, viz;
 - (a) The Letter of Acceptance issued by the University.
 - (b) The Notice Inviting Tender (NIT).
 - (c) The Tender Document including various Terms & Conditions.
 - (d) The schedule of Requirement.
 - (e) Any other document listed in the Cafeteria/Food Court Contractor/ Lessee bid and replied to queries, clarifications issued by the University, such confirmations given by the bidders which are acceptable to the University and the entire Addendum issued as forming part of the Contract.

Check list

3. In consideration of the payments toward monthly lease amount to be made by the Cafeteria/Food Court Contractor/ Lessee to the University as hereinafter mentioned the University covenants with the Cafeteria/Food Court Contractor/ Lessee to provide the infrastructure and other facilities as mentioned in the tender document for running of Cafeteria/Food Court Services at cafeteria as per the provisions of the Contract.

Signature of Tenderer

4. The Cafeteria/Food Court Contractor/ Lessee hereby covenants to pay the University in consideration of the provision of the infrastructure and other facilities for running the Cafeteria/Food Court, the Contract Price (Lease Amount) or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract. The rates stipulated in the Contract shall remain valid for a period of one year with effect from contract date.

(For M/s)	(For Central University of South Bihar)
Witness: 1) 2)	Witness: 1) 2)

STANDARD OPERATING PROCEDURES (SOP) FOR UNIVERSITY CAFETERIA/FOOD COURT

OBJECTIVES:

To Serve Quality food and demonstrate high standards of hygiene in Storage, Preparation, Serving & Disposal of (edible and non- edible) cafeteria waste.

1. MISSION

The Cafeteria Administration shall

- Provide a range of Nutritional food to the University community.
- Communicate the development of good eating habits consistent with the dietary guidelines for students and staff thereby reducing health risk factors.
- Adopt best practices in Hygiene.

2. PURPOSE:

To set a procedure for providing a timely and adequate cafeteria facility with consistency on quality and cleanliness.

3. QUALITY OBJECTIVES:

- Constant verification of Stock status on Quarterly basis.
- Number of items Procured for the Cafeteria
- Percentage of Incidents of rejected food due to quality problems
- Percentage of Incidents of students/staff falling sick after food consumption.

4. RESPONSIBILITY & AUTHORITY:

CAFETERIA COMMITTEE:

- The Cafeteria Committee shall supervise and control the administration of the cafeteria.
- Members for the Cafeteria Committee shall be appointed by the Competent Authority.
- Cafeteria Committee shall co-ordinate or discuss various issues relating to Cafeteria Administration.
- The members of the Cafeteria Committee shall include:-
 1. Proctor-Convener
 2. DSW
 3. Two or three persons nominated by the Vice-Chancellor
 4. Deputy Registrar (Admin.)-Member Secretary

Review shall be made once in a Fortnight.

1. The Cafeteria Committee is responsible for all the actions, which shall have the right to re-organize, disband or take the cognizance of any matter arising during the cafeteria services.
2. Notice of motion for action to reorganize, disband etc. must be given in writing to the member secretary of the cafeteria committee.
3. Upon approval from the competent authority the Cafeteria Administration shall discuss the actions in the Cafeteria Committee.

FUNCTIONS OF CAFETERIA COMMITTEE:

The Cafeteria Committee *inter alia* shall have the following functions:

- Responsible for the maintenance of the University Cafeteria system.
- Responsible for the administration and proper conduct of the cafeteria affairs.
- Shall constantly monitor the items of the cafeteria. Any discrepancies further shall report to the Competent Authority and mark-ups.
- Responsible for decisions in purchasing/maintaining cafeteria stock.
- Committee shall avoid malfunctions of the canteen equipment or safety issues relating to the structure of the building inside and outside.
- Liaison with the caterer and monitor day-to-day activities.
- Cafeteria committee shall be responsible for planning and displaying the Menu for the week.
- Responsible for décor of the cafeteria.
- Responsible for upkeep & hygiene/ Housekeeping / Maintenance of kitchen / cafeteria.
- Any suggestion given by the team members or any visitors will be informed to the cafeteria Vendor. If required, suggestions given will be incorporated during preparation.
- Ensure that all the cafeteria staff should be in neat & complete uniform (fingernails, caps, uniform, gloves, ID cards, etc.)
- Ensure that the cafeteria staff are undergone for physical examination and the same report will be submitted to competent authority.
- Ensure that cafeteria Vendor complies with all statutory requirements.
- Ensure that the cafeteria meals are supplied on time and check for quantity & quality supplied as per the agreement.
- Ensure the rate of the menu is strictly being implemented.
- Ensure the surveillance of the activities in the cafeteria premises through CCTV.

5. HYGIENIC DESIGN OF CATERING SERVICES

1. There shall be adequate space to accommodate all operations, including cleaning.
2. There shall be separate provision for
 - Unpacking / Storage of raw materials.
 - Washing of vegetables and other raw materials.
 - Cleaning & Storage for utensils.
3. LPG cylinder storage and distribution area shall have designated area in accordance with safety regulations.
4. Cleaning agents and related material shall have designated areas.
5. Cafeteria Waste shall have designated area for disposal outside the cafeteria premises. The Vendor shall be responsible for the same.
6. Disposal shall consider the requirements of local rules and regulations and public image.
7. Adequate natural / artificial lighting & ventilation shall be provided for the kitchen and serving area. Windows and other openings should be fitted with screens to keep away houseflies and other insects, dust etc.
8. Emergency lamps shall be provided at appropriate locations in kitchen and serving areas.
9. All personnel working in the kitchen, irrespective of the nature of their job, shall wear apron, cap, gloves, and kitchen specific usage footwear while handling any food product.
10. The personnel shall keep the kitchen clean and tidy, free from rodents, insects, cobwebs etc.
11. Entry of unauthorized personnel shall not be permitted in the kitchen area.
12. Footwear shall not be allowed inside the working Kitchen area.

6. WATER SUPPLIES:

Adequate water shall be supplied for –

- Hand wash.
- Cleaning & Washing of utensils.
- Handling & preparation of Food items inside the cafeteria.
- Hygienic drinking water facilities.
- Other causes, if any.

7. DIETARY:-

- The University shall provide an awareness program on dietary for the students and staff of the University.
- The University shall have a dietician who shall suggest a well-balanced diet for students / staff in the University.
- The food shall be served to the student's after it has been tasted by the dietary team [may be one or two from the Cafeteria committee itself]. The results of the testing are recorded in the **Food Tasting Order Form.**

8. FOOD MENU PLANNING:

- Effort shall be taken to incorporate traditional Food habits based on our culture, ethnicity and availability of food material.
- The University in consultation with Vendor shall make available Menu-Planning Scheme depending on the requirements.
- The dietician/medical officer/cafeteria committee shall decide a suitable and well balanced diet.
- The cafeteria committee shall plan the Menu on a monthly basis. The Menu shall be recorded in the **Weekly Menu form**.
- A Menu Chart / Board containing the menu for the day shall be displayed within the canteen premises.
- The Menu items along with the price shall be displayed on the notice board of the canteen.

9. FOOD PREPARATION:

The Vendor shall

- Ensure that food shall be handled either by a gloved hand or by utensils.
- Ensure that benches are maintained clean.
- Ensure that there shall be suitable areas for food preparation. Avoiding cross-contamination of cooked and raw foods.
- Hands or utensils that shall be used to prepare raw food must be washed properly before they shall be used to prepare ready- to-eat or cooked foods.
- Food shall be freshly cooked on the day of requirement and as close to the time of serving as is practicable.
- In case the food is prepared outside the University premises by the vendor, the facilities shall be inspected by the cafeteria committee before approving the contract to the party. The facilities shall be verified on an ongoing basis, once in three months.

10. FOOD STORAGE:

- Food transported to the University cafeteria from outside shall be properly packed, to avoid contamination of food.
- The food supplied shall be fresh and packed in suitable hot packs.
- Food requiring storage shall be done so below 5°C and frozen food shall be stored below minus 15°C.
- The time that food is kept in the danger zone—between 5°C and 60°C shall be minimized. (The ‘danger zone’ is the temperature at which bacteria are most likely to grow).
- The Temperature for various types of food (Cold, hot, frozen etc) shall be maintained and monitored in the **Temperature Monitor Register**.
- In case of different types of food stored in the same refrigerator, the raw food shall be stored lower down than the ready-to-eat/ cooked food.

11. COOLING (FREEZING) & STORAGE LIFE:

- Hot food should be allowed to pre-cool for a maximum of 1 hour in a cool (and clean) part of the kitchen and then placed in a refrigerator operating at 5°C or below.
- In case of other foods, care should be taken to ensure there is sufficient space for air to circulate around all parts of the food.
- The storage life of the food which is cooled in a conventional refrigerator, shall be consumed within 24 hours of cooking
- In case it is intended to be consumed, it shall be reheated and shall be consumed.

12. CLEANING:

- Cleaning is a part of the practices adopted in the Kitchen.
- The cafeteria shall adopt steps for cleaning various items in the kitchen.
- The cafeteria committee shall convey a detailed description/ checklist relating to cleanliness and maintenance of the kitchen.
- The University cafeteria shall schedule itself and define an outline on how the premises shall be cleaned.
- The members for cleaning shall be provided/deployed by the Vendor.
- Food shall be stored in containers that are:
 - Clean.
 - Easy to wash.
 - Have Tight Fitting Lids.
 - Covered with foil/ plastic films.
- Apart from the cleaning of cafeteria premises, the University cafeteria shall also involve itself in the cleaning of other activities relating to the cafeteria.
- Equipment and areas shall be allowed to drain and dry at the end of the cleaning period.
- Apart from hand washing a separate sink shall be provided for cleaning raw materials and food related materials, which shall be maintained using naphthalene balls to avoid insects etc.
- Insect traps shall be used to destroy insects inside the kitchen.
- Before any pesticides are applied for destroying insects for maintaining a clean environment within the kitchen, adequate care shall be taken to protect people, food, equipment and materials from risk of contamination.

13. MAINTENANCE:

Preventive Maintenance

The various items shall be checked for the following before use:

1. Cooking equipment like rice boilers, aqua guards, gas burners shall be maintained as per Preventive Maintenance checklist.
2. Authorized / labeled (**ISI marked**) Utensils and instruments shall be open to check its physical condition.
3. Refrigerators: Checks for ice formation in the Freezer.

14. BUILDING MAINTENANCE:

- Canteen Building shall be painted externally and internally as per the requirement.
- Civil Repair works like choking of drain, leaking taps, rainwater leakage etc. shall be attended immediately.
- Pressure test for LPG piping shall be done as per checklist
- LPG rubber hose shall be replaced once a year.
- Insect guard lighting shall be replaced once a year.

15. HYGIENE TRAINING

All kitchen and cafeteria staff should be given the following training:

- The Cafeteria committee/Vendor shall arrange a Training programme for the cafeteria staff.
- Induction Training Programme shall be commenced at work by the Vendor.
- A programme of hygiene education and training shall be conducted by the Vendor.
- In case of Fresher, training shall be given for all the activities that are a part of Cafeteria.
- Induction shall include –
 - Basic hygienic procedure for handling of foods.
 - Emphasizing the precautions necessary to prevent contamination of food.
 - Personal hygiene and other items relevant to a particular person's job.

16. HOUSEKEEPING AND SAFETY:

- Regular sweeping and swabbing of the canteen shall be done.
- All personnels working in the cafeteria shall wear gloves, apron and footwear.
- Safety measures shall be adopted while cooking inside the Kitchen.
- The cafeteria shall have Standard **ISI marked LPG** for safety purposes.
- All the Utensils, equipments shall be purchased from authorized dealers.
- In case of an emergency, In-time Medical Assistant shall be available all time besides the University cafeteria.
- Fire extinguishers shall be maintained and placed in a safe place.

17. STUDENTS/STAFF SUGGESTIONS AND COMPLAINTS:

- The Student/Staff of the University shall be allowed to give Suggestions or complaints regarding the University Cafeteria.
- The suggestions and complaints received shall be recorded in the **Suggestion and Complaints Register** by the concerned personnel.
- The Suggestions and complaints shall be addressed immediately by the concerned staff/ cafeteria committee/competent authority.
- The **Suggestions and Complaints Register** shall be updated accordingly.
- The cafeteria committee shall review the Suggestions and Complaints Register at specified intervals.

18. MISCONDUCT/INDISCIPLINE/PUNISHMENT:

All the cases of indiscipline/misconduct amounting to violation of the Law of the land and shall be reported to the Chief Proctor, who after preliminary investigation may proceed with as per the provisions of the University Ordinance.

19. INTERPRETATION AND SAVING CLAUSE

Final decision on any matter of indiscipline or any other issues either covered or not covered by this SoP shall be dealt with by the Vice-Chancellor, whose decision shall be final and binding on all concerned.