

TENDER DOCUMENTS FOR
MANAGING AND OPERATING
DINING HALL
AT THE ROYAL THIMPHU COLLEGE CAMPUS
NGABIPHU

28 NOVEMBER 2020

**Royal Thimphu College
Ngabiphu, Thimphu**

Tender for RTC Dining Hall

Interested eligible parties are invited to submit their bids for Managing and Operating the Dining Hall/Mess facility for RTC's **1000+ students (of which 630+ are Boarders) and 120+ staff** at the RTC campus. The Dining is well equipped with a stainless steel kitchen (including burners, cookers, work tables with sinks, Bain Maries, racks, exhaust hoods, bussing carts, gas banks, etc.), furniture and adequate storage spaces.

While the initial contract period for running facilities is for two years, the contract could be extended based on the performance of the Contractor and the College welcomes long term partnership and association, subject to the performance and mutually acceptable terms. The Contractor will have overall responsibility for food service and equipment maintenance in the dining facilities. In order to get a complete understanding of the facilities and operations, interested parties and catering firms are strongly encouraged to visit RTC Campus/Dining Hall for an information session.

Tender documents may be obtained **free of charge** from RTC City Office (Room#56) at Chang Lam Plaza or RTC Campus at Ngabiphu, Thimphu or downloaded from our website at **www.rtc.bt**.

Tenders will be available from 28 November onwards and submission timeline is as follows:

- Tender Submission deadline : 18 December 2020 (by 3 PM, at RTC Campus)
- Tentative contract signing date : 25 December 2020

For further information or to arrange for a site visit/information session please contact us at 02-351801 (Ext.137) or 1765-3422 or 7779-4595.

1. Introduction

- i. Royal Thimphu College (RTC) invites tender for the operation of its Dining Hall/Mess facility that will provide various food options to students (mostly boarders), staff and authorized visitors at the RTC campus in Ngabiphu, Thimphu. The Dining Hall has an assured customer base with substantial residential students/boarders on campus, day scholars availing lunch as well as faculty and living on campus and is an ideal captive and assured market for a sizeable and predictable catering service.
- ii. The tender consists of bids for the running of the Dining Hall at the RTC premises.
- iii. The premises will be handed over to the successful bidder (or “Contractor”) who will run the facilities independently, but as per the agreed Terms & Conditions as detailed in Annex I.
- iv. In anticipation that the successful bidder will consider a longer term interest and association with the college, the initial **contract duration** has been kept as two years. The probation period will be for about six months, i.e. completion of Spring Semester at the end of June 2021 as specified in the contract terms.
- v. The initial contract will be for two years w.e.f. January 2021 till the completion of the Fall semester on 31 December 2022. However, the contractor will need to begin mobilization soon after the signing of the contract and notification of award.
- vi. In case the performance of the Contractor is found to be satisfactory and the renewal conditions are mutually agreeable, the RTC would like to extend the contract to three years or beyond, subject to mutually agreed Terms and Conditions at the time of renewal.

2. General Specifications for the Tender

i. Dining Hall / Mess

- a. The Dining Hall / Mess will cater primarily to its on-campus/boarders students while there would also be a good number of day scholar students, staff and faculty during the Lunch hours. However, there may be some faculty and staffs who may wish to take regular meals at the Mess.
- b. The Mess will be required to be open for the duration of the two academic sessions of the year in accordance to the academic calendar. These are tentatively from 15 January till around 31 July for the Spring Semester and tentatively from 1 August till around 31 December (for the Fall Semester). However, the exact durations are based on the college academic calendar and Contractor will need to adhere to the duration and timings so determined by the college.
- c. At the Mess, three meals (breakfast, lunch and dinner) per day will be made available to approximately 630+ on-campus students and a small number of interested faculty and staff.
- d. The mess service will need to be made available to all boarders/students living on campus while the facility will also be availed by day-scholar students, plus demand from faculty and staff on per meal or all meal basis.
- e. The Contract Terms and Conditions for Managing and Operating Dining Hall/Mess Service are given in **Annex I**. We urge you to read Annex I thoroughly before submitting your Bid.
- f. Those Contractors submitting a bid must provide sample menus for at least a one week, along with specifications for variety in meals, and proposed food service details meeting the general standards as given in Annex I. A representative sample of the menu has been included as a guide and reference in the relevant sections of this bid document.
- g. RTC will provide the facility and kitchen equipment and furniture (as outlined in Annex II), but the Contractor must provide utensils, plates, cutlery, silverware, etc. for serving.

- h. The Contractor will provide food, food preparation and serving, cleanup services, equipment maintenance, and be responsible for the electricity costs in the mess. He / She will also be responsible for overall cleanliness of the surroundings.
- i. The financial bid will consist of three parts contained in Annex III:
 - the calculation of the “Monthly Fees for service to Regular Students (Boarders) inclusive of the BSc Nursing Students”.

3. Bid Terms & Conditions:

- a. Only one Contractor will be selected for operating/running the Dining/Mess facility.
- b. The bid security should be in the form of Cash/Cash Warrant/Demand Draft/Irrevocable Bank Guarantee in favor of the RTC. This fee is refundable if your bid is not accepted, or credited toward the Performance Security amount in case your bid is accepted. The amount of the Bid Security is: Nu 177,000/- (Nu. One Hundred Seventy Seven Thousand only).
- c. Each Contractor submitting a bid should submit his / her experience and technical qualifications as provided in Annex IV, **Background and other details of the bidder**, including but not limited to –
 - i. prior experience managing food facilities,
 - ii. financial ability to provide adequate working capital, and
 - iii. evidence of ability to hire and maintain appropriate staff.

The submission should include the proposed number of workers to be engaged in the facility, with relevant breakdown by the type of work and should meet the minimum numbers and type as outlined in the contract terms and conditions.

- d. Bids are due and to be submitted at the RTC Campus at Ngabiphu by **18 December 2020 (by 3 PM at RTC Campus)**. No public opening of bids will be held.
- e. Standard contract terms: Within seven working days after the end of each month during the contract, RTC will pay the Contractor a “Net Fee”, representing:
 - (1) Monthly amount due to the Contractor, per Terms and conditions #4.3 plus bonus if applicable.
 - (2) Less any other Contractor obligations (e.g. non-fulfilment of contractual obligations, maintenance not completed) or penalties.RTC will delay or reduce the payment in the event the Contractor is in Default, as defined in Annex I, Terms and Conditions.
- f. The Contract Terms and Conditions for Managing and Operating Dining Hall/Mess Service is provided in Annex-I.
- g. RTC reserves the right to accept or reject any bids without assigning any reasons thereof.

Annex I

4. Contract Terms and Conditions for Managing & Operating Dining Hall Service

Set out below are the terms and conditions of the Contract for managing and operating Dining Hall Service. The Bidder/Contractor will need to render acceptance of those terms and conditions.

1. Probationary Period

The Contractor will be on probation for six months from the start of the contract. Three weeks before the end of the Probation period, RTC will give the Contractor written notice if RTC intends to terminate the contract at the end of the Probation period. RTC reserves the right to terminate the contract at the end of the Probation period in the event of repeated events of default by the Contractor.

2. Payment of Monthly fees

Within seven working days of the end of each month and if the Contractor has fulfilled the service standards and expectations of the college, RTC will pay the Contractor the monthly fees due and payable in accordance to the academic calendar / semester start and end dates for the students. In the event the Contractor is in default, such payment may be delayed or reduced as per the terms. Taxes Deducted at Source (TDS) and other statutory deductions will be deducted as per the prevailing rules and regulations.

3. Monthly Fees for service to Regular Students (Boarders)

3.1. The Monthly fees for the service will include a fixed payment component and a utilization based variable bonus component which the Contractor will be eligible if the actual count of boarders at each respective meal exceed the baseline threshold, less any recoverable from the Contractor as mentioned below.

3.2. The monthly fixed payment payable for the service will be calculated as a multiplication of:
Total Number of Boarders determined at the beginning of the semester less adjustments if any
X (Baseline no. calculated using the determined percentage of boarders at respective meals per day)*
X (the actual number of meal service days in a month including weekends)
X (cost per meal per student)
- (Cumulative penalty per month or other deductions as applicable, details mentioned hereunder).

** The baseline no. of boarders will be determined by the College as the % of the boarders using the Mess service for each meal (i.e. % of students availing Breakfast, Lunch and Dinner respectively).*

3.3. In case the Contractor achieves an increasing percentage over the baseline % per month, an amount will be rewarded as a bonus on top of the monthly fixed payment. The meal-wise utilisation bonus will be calculated as:

If the actual utilisation exceeds the baseline, Bonus % as per Slab Rate (refer Annex-III) based on actual monthly averaged utilization % x Monthly baseline amount for the respective meal calculated as per 3.2 above.

3.4. The monthly fees are payable only during the semester.

The detailed rates and percentage has been provided in the Annex-III, Financial terms and Bid form and will form part of the contract terms and conditions.

4. Rental Charges, Electricity, other maintenance and upkeep expenses

The Contractor is NOT REQUIRED to pay any rental charges for the use and operations of the facility.

However, Electricity charges for the Dining hall will have to be borne by the Contractor which has an independent meter installed. Also, other utility expenses (such as providing soaps, refilling of soap dispensers, etc.), upkeep and maintenance of the dining hall will need to be borne by the Contractor.

5. Operating Hours

The Mess/Dining service has to be provided in accordance to the academic calendar / semester start and end dates for the students. The hours of operation / timings of the dining service during the semester will be as follows:

<u>Meals</u>	<u>Class days</u>	<u>Holidays</u>
Breakfast	0700-0930 hours	0730-0930 hours
Lunch	1200-1400	1200-1400
Dinner	1900-2100	1900-2100

These hours shouldn't be changed without prior approval of the Mess Committee. Also, as an exception and depending on the college activities, these hours will be extended or shortened with due information from the Mess Committee.

6. Food/Menu options & Variety

The food requirements to be made available are as follows:

- a. The Mess must have both vegetarian and non-vegetarian option at all meals to be opened to all.
- b. Servings must be structured as a buffet, with students free to return for additional amounts. However, students will not be permitted to remove food from the Mess.
- c. Meals should generally include food from the following five categories:
 - i. Starch - e.g. rice, bread/rolls, roti, chow-chow, noodles, pasta, etc.;
 - ii. Protein - e.g. dal, eggs, tofu, nuts or seeds, legumes such as beans / peas, yogurt, cheese, meat for non-vegetarians, etc.
 - iii. Vegetable - e.g. potato, tomato, brinjal, cabbage, cauliflower, Spinach/Saag, etc.;
 - iv. Condiments – like pickle, eezay, tea, etc.
 - v. Fruits, Desserts and Salads
- d. In all three meals (breakfast, lunch and dinner) the following should be provided:
 - i. Fruits- e.g. apple, banana, pear, mango, orange, water melon, seasonal items, etc.;
 - ii. Desserts/Sweets- e.g. Indian sweets, pies, cakes, ice creams, etc.
 - iii. Salads: Should comprise at least 3 to 5 items out of vegetables such as lettuce, carrots, cabbage, radish, cucumber, tomato, onion, beetroots, lemon, green chilies, or equivalent seasonal items.
- e. The various meals **should have** the following minimum requirements:
 - a. **Breakfast** – Minimum two options of Starch; some Protein; Tea and Coffee, Fruits, Cereals/Cornflakes or Bread & Jam, etc.
 - b. **Lunch** – Minimum two options of Starch; Protein; Common Vegetarian curry, Non-Veg curry, Special Curry for Vegetarians, condiment, desert/sweets, salad, Fruits, etc.
 - c. **Dinner** - Minimum two options of Starch; Protein; Common Vegetarian curry, Non-Veg curry, Special Curry for Vegetarians, condiment, desert/sweets, salad, Fruits, etc.
- f. Acceptable quality of ingredients is to be used such a quality of rice, etc.
- g. Aside from these, purified / filtered water shall be freely available. Hot water should be made available during cold months.

The Contractor must provide at least five sample menus covering a period of at least one month as per format in Annex-V. For each menu, the Contractor must show the choices available which will be fine-tuned in conjunction with the Mess Committee of the college.

Representative / Sample Menu for Reference

A representative/sample menu for one week has been included as a guide and reference for the bidder/contractor. Bidders should note that this is included as a guide and is not exhaustive, and that they should be as creative and innovative as possible to serve quality food meeting the minimum requirements specified above.

Weekday	Breakfast	Lunch	Dinner
Monday	Vegetable fried rice & ezay	Rice	Rice
	Boiled egg	Pasta	Puri
	Bread & Jam/Butter	Non-veg curry (beef)	Non-veg curry (chicken)
	Tea/Coffee	Special Veg Curry (Paneer, mushroom, etc.)	Special Veg Curry (Paneer, tofu, mushroom, etc.)
	Fruits	Common Curry (seasonal vegetable)	Common curry (Seasonal Vegetable)
		Dal	Jaju
		Pickle	Green chilli ezay
		Fruits	Fruits
		Desserts/Sweets	Desserts/Sweets
Salad	Salad		
Tuesday	Totsey & ezay	Rice	Rice
	Cereal (Cornflakes) & milk	Maggie Noodles	Ting Momo
	Tea/Coffee	Non-veg curry (Pork)	Non-veg curry (chicken)
	Fruits	Special Veg Curry (Paneer, tofu, mushroom, etc.)	Special Veg Curry (Matar Paneer, mushroom, etc.)
		Common Curry (seasonal vegetable)	Common curry (Seasonal Vegetable)
		Maru	Rajmah Dal
		Pickle	Hogay
		Fruits	Fruits
	Desserts/Sweets	Desserts/Sweets	
Salad	Salad		
Wednesday	Puri & Aludum	Rice	Rice
	Bread & Jam or Butter	French fries	Pasta
	Tea/Coffee	Non-veg curry (Chicken)	Non-veg curry - (Fish)
	Fruits	Special Veg Curry (Paneer, mushroom, etc.)	Special Veg Curry (Paneer, mushroom, etc.)
		Common Curry (seasonal vegetable)	Common curry (Seasonal Vegetable)
		Lom jaju	Dal
		Papad	Chilli chop
Fruits	Fruits		

		Desserts/Sweets	Desserts/Sweets
		Salad	Salad
Thursday	Shamdey & ezay	Rice	Red rice
	Boiled Egg	Puri	French fries
	Cereals (Cornflakes) & Milk	Non-veg curry (Beef)	Non-veg curry - (Chicken)
	Suja	Special Veg Curry (Paneer, tofu, mushroom, etc.)	Special Veg Curry (Paneer, tofu, mushroom, etc.),
	Fruits	Common Curry (seasonal vegetable),	Common curry (Seasonal Vegetable),
		Hogay	Dal
		Daw/Butter milk	Pickle
		Fruits	Fruits
		Desserts/Sweets	Desserts/Sweets
Salad	Salad		
Friday	Chowmein & ezzay	Rice	Rice
	Bread & jam or butter	French fries	Wai Wai Chowmein
	Tea/Coffee	Non-veg curry (Egg)	Non-veg curry (Dry Fish)
	Fruits	Special Veg Curry (Paneer, tofu, mushroom, etc.)	Special Veg Curry (Paneer, tofu, mushroom, etc.)
		Common Curry (seasonal vegetable)	Common curry (Seasonal Vegetable)
		Dal	Maru
		Green chilli fried	Papad
		Fruits	Fruits
	Desserts/Sweets	Desserts/Sweets	
Salad	Salad		
Saturday	Bathup & ezzay	Rice	Rice
	Cereals (Cornflakes) & Milk	Pasta	Maggie noodles
	Tea/Coffee	Non-veg curry (Beef)	Non-veg curry (Chicken Chili)
	Fruits	Special Veg Curry (Paneer, tofu, mushroom, etc.)	Special Veg Curry (Paneer, tofu, mushroom, etc.)
		Common Curry (seasonal vegetable)	Common curry (Seasonal Vegetable)
		Dal	Dal
		Red dry chilli ezzay	Yogurt
		Fruits	Fruits
	Desserts/Sweets	Desserts/Sweets	
Salad	Salad		
Sunday	Ting momo & veg datsi	Rice	Rice
	Bread & jam or Butter	wai wai Noodle	Pasta
	Tea/Coffee	Non-veg curry (Pork)	Non-veg curry (Chicken)
	Fruits	Special Veg Curry (Paneer, tofu, mushroom, etc.)	Special Veg Curry (Paneer, tofu, mushroom, etc.)

		Common Curry (seasonal vegetable)	Common curry (Seasonal Vegetable)
		Dal	Jaju
		Pickle/ezay	pokora
		Daw/Butter milk	Fruits
		Fruits	Desserts/Sweets
		Desserts/Sweets	Salad
		Salad	Rice

h. Non-vegetarian servings

There shall be a meat dish served for at least two meals a day (lunch, dinner). When such a dish is offered, a special vegetarian dish shall also be offered to the vegetarians. Such dishes can be served in controlled portions.

i. Special Meals during Festivals and Meal of the Month (themed) meals:

The Contractor should provide Special Lunch or Dinner during festive occasions (approx. 4-5 days per year) at no additional cost. Similarly, the Contractor will need to provide at least one meal of the month (Lunch or Dinner) with an enhanced menu beyond the normal course at no additional cost. The menu during these meals will need to be closely agreed in conjunction with the mess committee.

j. Serving Process:

- The Contractor will check and record each student or faculty name/ID to assure each is an authorized user of the mess and will maintain a daily record of the total number of users at each meal using the system that has been installed by the college. The Contractor will need to seek permission from the College Management before allowing outside visitors especially during the academic session. Without permission, the Contractor is not authorized to serve meals to outsiders.
- All students go through a buffet line.
- Students will return dishes to a deposit area where the dishes will be emptied and stacked for cleaning.
- There are three serving stations and at least two should be used at all meals for smooth flow of diners. Depending on the situation (such as observing distancing requirements), all three counters may need to be opened.

k. Freshness

Fruits and vegetables must be restocked at least every three days and must meet a visible standard of freshness (i.e. no discoloration or mold). Reuse or re-serving of the leftover food is not allowed for the next meal unless the Contractor has a policy approved by the Mess Committee for handling and re-serving leftovers from each meal.

Note: Serving stale food / leftover food without proper approved policy will be dealt with very seriously and will constitute a major default.

7. In case the Contractor fails to fulfil the requirements set out in the contract (including but not limited to the following), penalty for non-fulfillment of the same shall be applied as per following table.

Penalty on unacceptable standard of service and food quality			
SL#	Violation	Example (including but not limited to the following)	Penalty per instance
1	Missing item during a meal (Minor)	No Jam or Butter served No Fruits or equivalent	Nu.3,000

2	Missing item during a meal (Major)	Non-veg/Veg curry not served	Nu.5,000
3	Undercooked food/curry	Undercooked rice, meat, etc.	Nu.3,000
4	Substandard quality of meals	<ol style="list-style-type: none"> 1. Watery Dal 2. Mixing of more vegetables in Non-Veg Curry 3. Less quantity of Non-Veg 4. Less cheese in Datshi curry 5. Diluted Milk 6. etc. 	Nu.3,000
5	Shortage of Food	<ol style="list-style-type: none"> 1. The veg/non-veg curry is not enough during meals 2. Dessert not enough for everyone 	Nu. 3,000
6	Soft objects found in food	Hair, rope, plastic, steel jute, cloth, etc.	Nu. 1,500
7	Hard/Sharp and other objects found in food	Nails, glass, hard plastics, etc.	Nu. 3,000
8	Unclean utensils	Cups, glasses and plates are not washed properly.	Nu. 500
9	Inappropriate Behaviour/ personal hygiene of workers	<ol style="list-style-type: none"> 1. Failure to use uniform, aprons, head gears, mask and gloves. 2. Workers found intoxicated, abusive towards students. 	<ul style="list-style-type: none"> • Nu.1,500 for the first instance • Nu.3,500 for the 2nd instance • 3rd instance onwards will be construed as major default.
10	Serving stale food	Complaints related to foul smell, stale servings, etc.	Nu.3,000
11	Non-compliance of the Dining Hall operation time	The dining does not open/close as per the contract	Nu.1,000
12	Cleanliness (Minor)	<ol style="list-style-type: none"> 1. Failure to clean the dining tables, dining area and other surrounding areas 2. Disposal of kitchen waste in designated place 3. Toilet Cleanliness 4. Letting dogs inside the dining hall 5. etc. 	Nu.1,000
13	Cleanliness (Major)	<ol style="list-style-type: none"> 1. Failure to clean the bain-marie and kitchen area 2. Failure to clean window glasses, nets, fans, etc. 	Nu.2,000
14	Maintenance	Failure to repair any major piece of equipment within 7 days	Nu. 5,000
15	Annual Maintenance	Implementation of Annual Maintenance Contract (AMC) within the stipulated duration	Nu. 20,000
16	Staffing (Minor)	Inadequate staffing (other positions).	Nu.3,000

17	Staffing (Major)	Failure to hire proper trained cooks	Nu. 10,000 per week until the required personnel is hired.
16	OTHERS: AS AND WHEN DETERMINED BY THE MESS COMMITTEE, WILL BE COMMUNICATED TO THE CONTRACTOR IN ADVANCE.		
<p>For any rule or rules stated above:</p> <ol style="list-style-type: none"> 1. Penalty for the violation for the first instance shall apply as per above chart unless stated otherwise. 2. Violation of the same rule for the second instance in the same calendar month will attract Twice the initial amount of the fine. 3. Violation of the same rule for the third instance in the same calendar month will attract Five times the initial amount of the fine. 4. Subsequent violations thereafter of the same rule will be construed as a major default as per following clause. 5. Any violations not specified above but the committee feel is a gross failure/negligence on part of the contractor shall be subject to the penalty as decided by the Dining Hall Committee. Depending on the severity of such violations, the College will take appropriate action including termination of contract. 			

8. Default by Contractor:

Depending on the severity of the violation and inclusiveness of the above, the College Mess Committee will first invoke above clause 7 for the defaults or violations thereof. For all other defaults in addition to the above specific violations, the following will constitute as concurrent or separate incidence of events of Default by the Contractor:

- a. Failure to operate full hours, and offer three meals in the Mess every day.
- b. Failure to offer both vegetarian and non-vegetarian food at every meal at the Mess.
- c. Health violations and compromising safety of workers and students.
- d. Permitting employees to work with any known contagious illness.
- e. Failure to repair any major piece of equipment within 7 days.
- f. Failure to maintain adequate stock of food supplies.
- g. Failure to meet agreed standards on maintenance of equipment and facilities.
- h. Serving of leftover and stale food, unless approved in writing by the Mess Committee.
- i. Failure to use the proper dress code
- j. Failure to put aprons, gloves, mask and cap during the food handling or serving.
- k. Failure to continuously maintain the Performance Security.
- l. Failure to hire proper trained cooks and inadequate staffing.
- m. Any repeated violations of the rules beyond the 3rd instance as mentioned in the above clause 7.

In the event of aforementioned Default, RTC will give the Contractor a written notice of Default, and the Contractor shall have 3 working days to correct the default. If the Contractor fails to correct the Default within the required number of days, RTC will deduct 2 % of the monthly amount due to the Contractor for each day of each uncured default.

If any Default remains uncured for more than 10 days beyond the initial notice of default, RTC may terminate the contract forthwith. In such a case the Performance Security of the Contractor will be forfeited.

9. Tracking of Students/Users and meal served at each meal

In order to track the actual users of the Mess facility, RTC has put in place an automated system to record the attendance of each student for each meal. The Contractor will need to comply with the tracking mechanism put in place by the college whereby each student can be identified as a boarder or day scholar at each meal with the student's college ID card. Accordingly, students will need to swipe their College ID

cards at each meal based on which the record of the actual number of students who showed up for the respective meal will be recorded into the database. Additionally, the committee members will also track the menu provided during each meal (Sample Meal Tracking Form is attached in the appendix).

10. BSc Nursing Programme Boarders’ Meal Requirement

The BSc Nursing Programme Boarders (approx 80-100 of them) follow a slightly extended academic calendar as compared to the large majority of the other regular students (around 550 students). The Contractor will need to provide meal services in accordance to their academic calendar, and in addition should accommodate the following adjustments:

- a. Field Posting in Hospitals: As per the programme requirements, approx 1-2 classes will leave for field placement for around one month every semester. Since their meals and accommodation will have to be paid for and arranged separately at the location of field placements, the monthly fee calculations will appropriately incorporate the reduced numbers during this period.
- b. Clinical posting (mostly within Thimphu): Also, 1-2 classes leave for clinical training mostly within Thimphu for about 2 weeks in a month. Therefore, the contractor needs to open the Dining Hall by 6 AM for these students. Furthermore, they need to be provided with packed lunch (based on an agreed menu) but the students will be asked to bring their own containers.

11. Staffing Commitment

In order to render smooth services at the Mess, the Contractor should be committed to employ competent employees in the following capacities:

SL #	Category	Minimum Strength	Minimum Requirements
1	Mess Manager	1	Minimum of Class XII pass, with 10+ years experience in managing sizeable restaurants or catering units. Preferable age group 30+
2	Certified/ Properly Trained Cooks	2	Trained and highly skilled. This is a mandatory requirement and failure to have trained and experienced cook ideally in an institutional setting, will constitute a major default
3	Assistant Cooks	2	Skilled, with relevant experience and good work attitude
4	User Tracking Assistant/ Helpers/ Dishwasher/ Vegetable Cutter	5-6	With good work attitude and experience preferred
5	Others	As relevant	
<ul style="list-style-type: none"> • The Contractor will need to consult the College authorities before hiring the ex-employees of the College. Similarly, the Contractor should not employ workers whose track record is not good. • A competent representative of the Contractor (ideally Mess Manager) should be continually present in the Dining hall to oversee the operations. 			

12. Dress Code and Presentation of the workers:

The Contractor should have an appearance and Dress Code policy in place for its workers. Workers should have a **uniform dress code** and it is also crucial for their attire and appearance to comply with local regulatory requirements of the BAFRA. Moreover, personal hygiene, physical appearance and attitude of the workers should form an important part of this policy. The Contractor will need to provide its workers with all the headgears, apron, hand gloves and other necessary utilities to be used regularly while serving and handling food items.

13. Standard Utensils, Tableware & Crockery items for serving:

The Contractor should have adequate numbers as well as use standard tableware and crockery not only designed for functionality but also for fine everyday dining and for catering purposes. The use of porcelain/ china/ or related products (basically which are easy to wash and does not leave stains and oil) are highly recommended. Plastic and melamine products and plastic products (in a form of cups, serving bowls, plates etc.) are not acceptable. These utensils will need to be replaced on a periodic basis.

14. Use of College Name

The Contractor shall not use the name of the college for the Mess / Dining Hall including the title of the bills/cash memos, etc., even though the Mess / Dining Hall is within the premises of the RTC.

15. Cleanliness, Hygiene Standards & Waste Management

The Contractor will implement a program of substantially improved cleanliness in the Mess / Dining Hall including kitchen area, such as frequent cleaning of tables, cleaning of floors, cleanliness of overall surroundings, washrooms, outside hard-scaped area, outside seating, steps, cleaning of kitchen area and fans, etc., with the end result of reducing flies, presence of dogs, etc.

The floor has to be washed & mopped on a regular basis after the closing hours of each meal. Moreover, contractor should make sure that workers put on aprons, hand gloves, masks and use forceps/tongs to handle food at all times. The contractor should make sure that the workers do not go out or do any outdoor works of the dining with the aprons, hand gloves and mask on. It is the responsibility of the Contractor to ensure that the dogs are not let inside the dining hall including private pets of the Contractor which is not allowed to be brought to the Mess/dining hall area.

The Contractor must not allow any employee with a cold or other communicable illness to work while still ill.

The Contractor will be responsible for disposing all the waste generated at the Mess (Cooking and wet & dry waste on its own). In any case, all waste should be segregated and disposed-off properly. Proper bins with lids should be used. Properly segregated dry wastes may be disposed together with the college waste after obtaining prior permission.

16. Adherence to the college security norms and procedures:

The Contractor will need to adhere to the college security norms and protocol especially pertaining to the movement of its vehicle at different hours. A list of workers along with their identification will need to be submitted to the college gate at the beginning of each semester and as and when they change, for verification purposes.

17. Maintenance:

As part of the required maintenance provisions the Contractor shall be bound by the following provisions:

- a. No alteration, additions, or other changes shall be made to the premises by the Contractor without the prior written permission of the concerned RTC office. In case any changes or alteration are made by the Contractor without the written permission of RTC Estate Office, the Contractor will be held liable for any expenses incurred to restore the premises to the original or better state.
- b. In case where the contractor has made lawful alteration/modifications to the premises that enhances the value of the facility, and wishes to vacate the property, RTC may agree at the option of RTC to compensate the Contractor. In such a case, the compensation could be based on the salvage/depreciated value of the assets installed and the usefulness of the assets to the next probable Contractor.

- c. The Contractor shall be responsible for carrying out at his cost periodical repairs such as minor white washing, painting, and etc. to maintain the property in worthy condition and also notify RTC of the need for any major repairs, (including the repairs of electrical mains, Major white washing, painting, water supply, and sewage system as soon as they become necessary), which RTC will carry out at its expense. However, day-to-day maintenance of utility services, minor works, fittings and fixtures shall be done at the cost of the Contractor.
- d. The Contractor shall be responsible for handing over vacant possession of the property to RTC with all equipment, fittings, fixtures and furniture in working order at the termination of the contract. The Contractor shall hand over the premises to RTC in at least the same condition that it was handed over to the Contractor. In case of damages and/or loss of any item, the repairs/replacement shall be at the cost of the Contractor. In case, the damages/losses have not been fixed within two weeks of contract termination, the damaged/ lost items will be replaced by the RTC and the expense incurred (including material, labor, and handling charges) will be deducted from the Performance Security amount specified elsewhere in this Agreement.
- e. The Contractor shall comply with all the rules and regulation of the local authorities with regard to the use of the property.
- f. List of kitchen equipment and furniture has been attached as Annexure-II, along with a floor map / layout of kitchen equipment.
- g. **Maintenance of Equipment & Annual Maintenance Contract (AMC)**
The Contractor will execute an Annual Maintenance Contract, at the Contractor's expense, for all major kitchen equipment provided by the Client with a reliable supplier/repair vendor at its own expense. The AMC should include at least one on-site visit before the beginning of each semester (i.e. twice a year) among other terms and the AMC will need to be approved by the Student Services Department of RTC. Once the site visit is carried out, the Contractor will need to submit a report to the college incorporating the maintenance carried out and inspection report by the AMC vendor.

18. Performance Security:

- a. The Contractor will need to submit a "Performance Security" in the amount of 10% of the "Contract Value", which is defined as an estimated annual amount which RTC will pay to the Contractor for the operation of the Mess, exclusive of any bonus within 7 days of signing the contract agreement.
- b. The Performance Security shall be in the form of an unconditional bank guarantee valid till the end of the contract period and should be renewed annually if it is submitted with a yearlong validity.
- c. The Performance Security shall be forfeited in the event of termination of the contract pursuant to the default provisions stated in the contract.

19. Contract Termination and Renewals:

- a. While the RTC may terminate the contract for major default as per clause 8 above, the Contractor must give at least three months' notice for any termination or pay to the RTC an amount equivalent to three months Gross Monthly Fees (as defined under clause #3 above) in lieu thereof. In case the Contractor fails to give three months' notice, the performance security will be forfeited in addition to the requirement to pay the shortfall notice fee of three months' monthly fees.
- b. Three months before the end of the contract, both parties will assess whether renewal is mutually desirable. RTC will notify the Contractor no later than two months before the end of the contract if the contract will be renewed on mutually agreeable terms, or otherwise terminate at the end of the contract.

- c. If the contract is not renewed, the Contractor agrees to fully cooperate in all aspects of the transition to a new Contractor, including review of all practices and any outstanding service issues. The Contractor will turn over facilities, equipment, furniture, fixtures, etc. in an acceptable condition as first received or later improved, having replaced all broken/damaged items. In case the Contractor doesn't turn over the facilities as per this requirement, RTC will receive the Performance Security amount and carry out all such maintenance out of the Performance Security amount and refund the balance remaining after meeting all such cost of repairs and after deduction for any other remaining obligations of the Contractor to RTC.

For the Client

For the Contractor

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Annex II
Details of Premises Layout and Kitchen Equipment

Attached to this Annex are the following documents / sketches:

1. The plan of the Mess showing the layout with the kitchen equipment and the stores on the ground floor beneath the kitchen.
2. The list of Stainless Steel Kitchen Equipment that will be provided with each facility.

Note:

1. The work spaces of the Dining Hall consists of a large fully equipped kitchen, dish washing area, office and toilets on the Dining level and a Stores located on the ground floor.
2. A list of the furniture (consisting of mainly tables, chairs and benches) for the premises will be handed over to the successful Contractor at a later date.

Annex III
Financial terms and Financial Bid Form

For providing the Dining hall services, the Contractor will be paid monthly fees/payments. The monthly payment will consist of two components:

- a. **Baseline/fixed payment for each meal:** Depending on the number of boarders enrolled at the beginning of each semester, the baseline student numbers will be established using the historical percentage of attendees for each meal of Breakfast, Lunch and Dinner respectively worked out by RTC. The Contractor will need to quote the meal price for each meal which when multiplied with the baseline student numbers will determine the fixed amount payable monthly to the contractor for each meal as the base payment. The base payment will be paid for all 7 days a week for meeting at least the monthly averaged minimum baseline participation numbers during the weekdays.
- b. *It must be noted that the participation rates during the weekends and holidays are NOT ACCOUNTED FOR in the calculations of these monthly average participation numbers so that the Contractor is able to focus on providing quality service at an affordable meal cost. In fact the Dining Services are significantly under-utilized during the weekends with actual usage averaging within the range of 15% to 30% across three meals. Therefore, the obvious savings from weekends and holidays are anticipated to flow back in providing quality service at an affordable meal cost as well as to compensate for other associated operational costs and improve the overall quality of food services. There will also be an additional revenue from the Lunches served to Day Scholar students and employees. Bidders are requested to take note of this and factor it in the quotations accordingly.*

The baseline payments will be worked out as per the following table:

Table I: Base Payment Structure for Regular Boarders (inclusive of BSc Nursing Students' Academic session/calendar*)						
Meal	No. of Boarders **	Baseline student %	Baseline Number of Boarders	Cost per meal (to be quoted in Nu.)	Amount Per day (Nu.)	Amount Per month in Semester (Nu.)
			N	C	N x C	N x C x 30 or 31***
Breakfast	638	45%	287			B
Lunch	638	60%	383			L
Dinner	638	50%	319			D
Total cost of meal per student per day						
*Academic session for BSc Nursing Students will have slightly extended calendar as per their programme requirements during which the Dining services will need to be provided.						
**No. of Boarders will be determined at the beginning of each semester including International Students and will be adjusted for BSc Nursing students on field placement.						
*** or actual number of days in partial months during a semester						
Total amount payable per day					A	
No. of days Per month**					30 or 31	
Monthly Base Payment					A x 30 or 31	
No. of days in a Semester (estimated)					130	
Base amount per semester					130 x A	
No. of Semesters in a year					2	
Table I total: Base amount per year					130 x A x 2	

c. **Variable / incentive payment and penalties:** Using the tracking system as explained in clause 9 of the contract conditions (Annex-II), monthly average of actual students/boarders participation for each meal will be worked out at the end of the month. Recognizing that not all students eat consistently at the dining hall during weekends and holidays, the data for those weekends and RTC holidays will NOT BE COUNTED towards the calculation of monthly averages for each meal respectively. Should this monthly averages exceed the baseline student numbers or baseline participation, bonuses will be paid accordingly as per the slab rates mentioned below:

d. The bonus/incentive structure for the respective meals have been outlined as follows:

i. Bonus Structure for Breakfast

BONUS for exceeding the baseline % for breakfast	Participation % for Breakfast	Incentive Bonus % on the Monthly Base Amount for Breakfast
	46% to 50%	7% of B from Table I
	51% to 55%	12%
	56% to 60%	18%
	61% to 65%	24%
	66% to 70%	30%
	71% to 75%	37%

ii. Bonus Structure for Lunch

BONUS for exceeding the baseline % for Lunch	Participation % for Lunch	Incentive Bonus % on the Monthly Base Amount for Lunch
	61% to 65%	7% of L from Table I
	66% to 70%	12%
	71% to 75%	18%
	76% to 80%	24%
	81% to 85%	30%
	86% to 90%	37%

iii. Bonus Structure for Dinner

BONUS for exceeding the baseline % for Dinner	Participation % for Dinner	Incentive Bonus % on the Monthly Base Amount for Dinner
	51% to 55%	7% of D from Table I
	56% to 60%	12%
	61% to 65%	18%
	66% to 70%	24%
	71% to 75%	30%
	76% to 80%	37%

e. **Performance Security:** The performance security will be calculated as 10% of the base contract value, i.e. Table I total: Base amount per year.

f. Deductions for non-fulfilment of the contractual obligations as outlined in the terms and conditions above or any other recoveries will be applied out of the monthly amount payable.

g. **Calculation of the Monthly Average** : The following template will be used to calculate the monthly average number of attendees to derive the students numbers for (a) and (c) above:

Date	Day	Breakfast			Lunch			Dinner		
		Actual Count of Boarders	Total Boarders	% of Actual Boarders	Actual Count of Boarders	Total Boarders	% of Actual Boarders	Actual Count of Boarders	Total Boarders	% of Actual Boarders
1	Mon									
2	Tue									
3	Wed									
4	Thur									
5	Fri									
6	Sat	Not included in the monthly average								
7	Sun	Not included in the monthly average								
8	Mon									
9	Tue									
10	Wed									
11	Thur									
12	Fri									
13	Sat	Not included in the monthly average								
14	Sun	Not included in the monthly average								
15	Mon									
16	Tue									
17	Wed									
18	Thur									
19	Fri									
20	Sat	Not included in the monthly average								
21	Sun	Not included in the monthly average								
22	Mon									
23	Tue									
24	Wed									
25	Thur									
26	Fri									
27	Sat	Not included in the monthly average								
28	Sun	Not included in the monthly average								
29	Mon									
30	Tue									
31	Wed									
Monthly Average of Actual Count of participation				Monthly Average = X%			Monthly Average = Y%			Monthly Average = Z%

Template for Calculation of the Monthly Payment:

Meal	Baseline % Participation Requirement	No. of Boarders as per Baseline	No. of Days	Rate Per Meal (Nu.)	Baseline Amount	Actual % Participation (Monthly average)	Bonus % (if applicable based on actual participation)	Bonus Amt.	Total Amount Payable
		(1)	(2)	(3)	(1)x(2)x(3) =(4)	As calculated above	(5)	(4)x(5) =(6)	(4)+(6)
Breakfast						X%	Based on Slab		
Lunch						Y%	Based on Slab		
Dinner						Z%	Based on Slab		
Total Gross Monthly Amount Payable									(7)
Less: Penalty for non-Fulfilment of contractual obligation/terms and unacceptable standard of service and food quality									(8)
Less: Other Dues if any									(9)
Net Monthly Amount Payable									(7)-(8)-(9)

MEAL-WISE TRACKING FORM FOR MESS SERVICE

MEAL-WISE TRACKING FORM FOR MESS	
Date	
Day	
Meal	
MENU SERVED	FEEDBACK ON MENU
ITEMS NOT SERVED	FOOD SHORTAGE, AND OTHER ISSUES, ETC.
OTHER OBSERVATIONS	
Inspected by:	Acknowledged by Mess Contractor Representative:
Name:	Name:
Time:	Time:
Signature	Signature

FINANCIAL BID FORM

The Contractor after having read, understood and accepted to all the terms and conditions as stated above is required to complete the financial bid form as follows:

Table I: Base Payment Structure for Regular Boarders (inclusive of BSc Nursing Students' Academic session/calendar*)						
Meal	No. of Boarders **	Baseline student %	Baseline Number of Boarders	Cost per meal (to be quoted)	Amount Per day (Nu.)	Amount Per month (Nu.)***
			N	C	N x C	N x C x 30
Breakfast	638	45%	287			
Lunch	638	60%	383			
Dinner	638	50%	319			
Total cost of meal per student per day						
<i>*Academic session for BSc Nursing Students will have slightly extended calendar as per their programme requirements during which the Dining services will need to be provided.</i> <i>**No. of Boarders will be determined at the beginning of each semester including International Students and will be adjusted for BSc Nursing students on field placement.</i> <i>** or actual number of days in partial months in Semester</i>						
Total amount payable per day (Sum of Breakfast + Lunch + Dinner)					A	
No. of days in a Semester (estimated)					130	
Base amount per semester (130 x Amount per Day)					A x 130	
No. of Semesters in a year					2	
Base amount per year = base amount per semester x 2					A x 130 x 2	

Annex IV: Background and other details of the bidder

Please provide your background and other relevant details in the following format and use additional sheets if necessary.

- i. Name of the Establishment as in Trade License: _____
- ii. Name of the Proprietor: _____
- iii. License No. _____ Year of Establishment: _____
- iv. Address: _____
- v. Name of the Authorized person who will manage the Dining Hall/Mess: _____
- vi. Contact no. of the Authorized Person _____

vii. Please state your experiences in managing food facilities/restaurants in the past:

viii. Please state your financial capability and the firm's potential to provide adequate working capital, vehicles, etc.:

ix. Please specify the number of staff and their composition/mix you intend to have with you on a full-time basis. For cooking staff, also provide details on their professional cooking experience:

x. Please specify your existing and potential contacts or network of suppliers for grocery, vegetables and other supplies for the operations of the dining hall. Having adequate supply chain for the supplies would be essential for fulfilling the expectations and you are expected to provide as much detailed information.

xi. Any other information in support of your bid:

Annex V: Sample Menus for at least one week

The bidder should propose a sample menu for a week as per format provided below:

Weekday	Breakfast	Lunch	Dinner
Monday			
Tuesday			
Wednesday			
Thursday			

Friday			
Saturday			
Sunday			

Any other options or details:

- 1.
- 2.
- 3.
- 4.

Checklist for submission of your bids

1. Acceptance of all the terms and conditions, i.e. all the pages of the tender document will need to be duly signed.
2. Complete the Financial Bid Form (Annex III)
3. Complete Annex IV: Background and other details of the bidder
4. Provide Sample Menus (Annex V)
5. Attach copy of Valid Trade License, Tax Clearance Certificate
6. Bid Security
7. Attach any other documents highlighting your experience in similar business which would be useful for the evaluation process.