

ARMY WELFARE EDUCATION SOCIETY, CAMPUS
BENGALURU - 560077

REQUEST FOR PROPOSAL (RFP)

PROVISION OF CATERING SERVICES
FOR AWES CAMPUS BENGALRU

TO INCLUDE

ARMY INSTITUTE OF FASHION AND DESIGN (AIFD)

AND

ARMY INSTITUTE OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY (AIHM&CT)

Nagreshwara Nagenahalli
Kothanur Post, Bengaluru-560077

1. Sealed offers in two-bid system are invited from Registered Vendors for “**Provision Catering Services for Boys Hostel, Girls Hostel and Cafeteria at Army Welfare Education Society (AWES) Campus, Nagareshwara Nagenahalli, Kothanur Post, Bengaluru-560077**”. The Army Welfare Education Society (AWES) Campus, Bengaluru will be represented by Army Institute of Fashion and Design (AIFD).

2. RFP forms can be downloaded from website www.aifd.edu.in and www.aihmctbangalore.edu.in and can be submitted along with the **Technical and Commercial Bids** on payment of Rs 2500/- (Rupees Two Thousand and Five Hundred only) (Non-Refundable)] by way of Demand Draft in favour of Army Institute of Fashion and Design, Bangalore payable at Bangalore..

Date of issue of RFP	-	23 Feb 2026
Last date for submission of Bids	-	20 Mar 2026
Opening of Technical Bid	-	21 Mar 2026 at 1500 Hours
Opening of Commercial Bid	-	Will be intimated subsequently.

All conditions and parameters will be evaluated with reference to firms submitting tenders.

AWES Campus, Bengaluru reserves the right to reject any/all applications without assigning any reason whatsoever.

SCOPE OF WORK

3. **Company providing Catering Services (CCS)** has to provide primarily following: -
- (a) Catering service to the students of AIFD and AIHM&CT. Approximate students' total strength (Boys & Girls) from minimum 25 to 400 at any time throughout the year except during the maximum 45 days' vacation periods over 365 days. Catering service will be provided separately in Boys Mess and Girls Mess.
 - (b) CCS is also required to also operate Students Cafeteria at a mutually agreeable menu and price.
 - (c) Cater for campus employee's meal, tea and snacks at a mutually agreed price.
4. **The RFP and award of contract will be determined only on basis of providing catering services for Boys & Girls Hostel only.** CCS has to provide manpower for cooking, cleaning and serving of the food per shift as per the given menu at the AWES campus for each mess that is Boys Hostel Mess and Girls Hostel Mess. Exact number of manpower is given in subsequent paragraph.
5. The student mess will be functional for approximately 11 months in a year. During the university vacation, mess will be closed. Messing charges will be actual. If any student proceeds on leave or training or outstation visits or admitted in hospital for one day or more, no messing charges will be charged to the students for the period of absence.

TERMS AND CONDITIONS

6. Provision of Catering Services will be completed within ten days from issue of supply order or date as intimated by AWES Campus, Bengaluru.
7. The duties and responsibilities of **CCS** as expected by AWES Campus, Bengaluru are mentioned in this RFP and Contract Agreement. The RFP and Contract Agreement is final and binding for the both the parties. Both the institutions reserve right to terminate the contract Agreement for non-performance or violation of laid down terms and conditions by giving 90 days' notice. However, the existing caterer is bound to continue his services as the Institutes/ students have to be served food. The services can be extended beyond 90 days if no alternative Caterer is awarded contract maximum for a period of another 60 days.
8. Any delay in deployment over the stipulated period will attract penalty of 5% of the monthly contract payment per day subject to maximum of the monthly contract payment per month of delay. AWES reserves it's right to recover this amount by any mode, which includes adjusting from any payment to be made by AWES (AIFD and AIHM & CT) to the **CCS** or from Security Deposit.
9. **CCS** is required to submit an **Affidavit** to adhere to the State Govt rules supporting minimum wages, and all additional mandatory payments (Basic + VDA) to the employees employed for running the catering services at AWES Campus. Details of employee's salary remittance to be submitted each month (mail copy) on or before 10th of every month.

ELIGIBILITY CRITERIA FOR SHORT LISTING

10. For short-listing of **Company providing Catering Services (CCS)**, the following criteria shall be applied along with the tender. Vendors not submitting proof documents and/or not conforming to any laid down parameters will not qualify for **Technical Bids** evaluation for short listing: -

- (a) CCS should be either registered company or registered partnership firms reputed for Catering Services.
- (b) CCS should not place additional bids using associated registered firms headed by blood relatives, and other relatives as Directors. **There can be “NO” bids by associated firms registered and having relatives or own employees to fulfill number of bids in any tendering process that are mandatorily stipulated.** If found so, will result in disqualification of all without reason assigned. Clear declaration should be there that there that no associated firms that are bidding which are owned by relatives along with bid documents.
- (c) Any evidence of cartelization, dummy bids, sister concerns bids etc will render all evidenced bidders disqualified without assigning reasons.
- (d) CCS should have credible supervisory infrastructure and network. Those rendering similar services in Karnataka or in neighboring states and those operating catering services in Colleges and Educational Institutes will be uniformly accorded preference based on parameters of Board of Officers.
- (e) CCS should have Income Tax PAN, GST/TIN Nos and should have submitted IT Returns for the last three years. Caterers must be registered and secure FSSAI Certificate post award of contract.
- (f) CCS should submit audited Profit & Loss Accounts for the past three years.
- (g) CCS should have Registration under Shops & Establishments Act.
- (h) CCS should have a valid certificate from ESI Corporation and should have been allotted with a code number by the ESIC.
- (j) CCS should have a valid certificate under EPF & Miscellaneous Provisions Act 1952 and the CCS should have been submitting EPF contribution online.
- (k) CCS should have documents proving compliance of Minimum Wages Act, Karnataka 1948 as amended from time to time and other labour laws and rules.
- (l) **Boys & Girls Hostel Mess**: CCS should be able to serve morning Tea with Breakfast, Lunch, Evening Tea & Snacks and Dinner, as per the menu to total approximately 25 to 400 students (Boys and Girls Hostel Mess) of AIHM&CT and AIFD, Nagareshwara Nagenahalli, Kothanur Post, Bengaluru- 560077.
- (m) **Students Cafeteria**: CCS should be able to run a Cafeteria in designated place that has a kitchen and provide tea/coffee/package milkshakes, beverages, packaged food items, sandwiches, snacks, based on a mutually acceptable menu and price that will be decided by Students Mess Committee. The cost will be mutually agreed and as also timings. Monthly rent for premises will be charged. Number of persons deployed will be in addition to that in Boys & Girls Hostel Mess. There will be a separate contract negotiated for the same.

- (n) **Employees Meal, Tea & Snacks**: CCS should be able to provide an employee's meal, tea & snacks. Menu & price can be mutually agreed.
- (o) **Menu For Students**. Menu for students is enclosed at **Annexure-IV**. The Menu can be subject to minor changes by Students Mess Committee as per seasonal availability of vegetables or otherwise. These will be intimated to the CCS well in time.
- (p) CCS should have minimum three years' experience for having rendered satisfactory catering services to a canteen in Colleges, Govt/Public Sector Undertaking/private corporate houses/Residential Academic institutes.
- (q) Out of the three years' experience, the CCS should have provided catering services for a period of 02 years continuously.
- (r) The contract for which experience certificate is furnished should indicate serving at least 100 persons or above in such an establishment.
- (s) Vendor should be in possession of Trade License from BBMP or Licensing Authority and Food Safety and Standards Authority of India (FSSAI) certificate.
- (t) Vendor is required to obtain FSSAI Certificate under FSSAI Act separately for Boys Mess and Girls Mess after commencement of contract within 15 days.
- (u) The Electronic challan-cum-Return (ECR) for EPF contribution.
- (v) The previous 'Return of Contribution' (Form-5) submitted to the ESIC or a copy of electronic contribution History sheet submitted to the ESIC in case of online contribution.
- (w) The past wage slip, not older than two months, of any of their employees deployed as a caterer with any principal Employer.

11. CCS will be required to produce all original documents for verification by authorized staff of AWES.

12. Intending CCS's should furnish details about their firm as per **Annexure-II**. The Management is empowered to reject/accept any bidding documents of Vendors based on their credibility including existing CCS.

TWO BID SYSTEM OFFER

13. The offer will be in two parts, **Technical Bid and Commercial Bid**. Both the bids should be submitted together in separate sealed covers duly super scribed "**Technical Bid for Catering Services**" and "**Commercial Bid for Catering Services**" respectively and both sealed envelopes should be placed in another sealed envelope super scribed "**Bids for Catering Services**".

14. The tenders for providing Catering services should be dropped in the Tender Box placed at the gate of AWES Campus addressed to Registrar's Office AWES Campus, Bengaluru, Kothanur Post, Bengaluru-560077.

EARNEST MONEY DEPOSIT (EMD)

15. **EMD of Rs. 50,000/- (Rupees Fifty Thousand Only)**, in the form of Demand Draft in favour of Army Institute of Fashion and Design, Bangalore payable at Bangalore. EMD must be submitted along with the Technical Bid. Bid not accompanied with EMD Demand Draft of Rs. 50,000/- will **NOT** be accepted. EMD should be valid for a period of 90 days from the date of opening of Technical Bids. The EMD amount will be forfeited, if after having been selected the CCS refuses to accept the contract or having accepted the contract, fails to carry out the obligations mentioned therein. Bank Guarantee in lieu of EMD will NOT be accepted. No interest will be payable on the EMD. The EMD will be refunded to unsuccessful CCS on completion of tendering process. The EMD money paid by the successful CCS will be released only after depositing security deposit and satisfactory deployment of Catering Services persons as per contract agreement.

SECURITY DEPOSIT

16. The successful contractor shall furnish, within seven working days of acceptance of their Bid, a **Security Deposit of Rs 10,00,000/- (Rupees Ten Lakhs only)** in favour of Army Institute of Fashion and Design, Bangalore for due performance of their obligations under the contract Agreement. Security Deposit will be accepted through Fixed Deposit Receipt in favour of Army Institute of Fashion and Design, Bangalore payable at Bengaluru and for a period of 90 days beyond the contract period. The Institute will not be liable for payment of any interest on the Security Deposit or any depreciation thereof.

17. In the event of the contractor failure after the communication of acceptance of the Bid by the Institute, to furnish the requisite Security Deposit by due date, his Contract shall be summarily terminated besides forfeiture of the Earnest Money Deposit (EMD) and AWES shall proceed with negotiations and award of contract to the L- 2 bidder. Any losses or damages arising out of and incurred by the Institute, by such conduct of the contractor will be recovered from the contractor, without prejudice to any other rights and remedies of AWES under the Contract and any other Law. The contractor will also be debarred from participating in any future RFPs of the Institute for a period of five years. After the completion of prescribed period of five years, the party may be allowed to participate in the future RFPs of AWES Campus Bengaluru provided all the recoveries/ dues have been affected by the Institute and there is no dispute pending with the contractor/party.

18. The Security Deposit without interest will be will be refunded to the contractor on satisfactory performance of the services and on completion of all obligations by the Contractor under the terms and conditions of the Contract and on submission of an absolute "No Demand Certificate" from the concerned Authority or any Authority designated under the EPF & MP Act-1952 regarding due and correct deposit of EPF of the employees engaged by the employer for the contract period and on return of goods/Articles in good condition or any property belonging to the Institute which may have been issued to the vendor subject to such deductions from the Security deposit as may be necessary for recovering the institute claims against the Contractor. This will be refunded within one month of "No demand Certificate" being produced.

TECHNICAL BID

19. The Technical Bid should be complete in all respects and should contain all information asked for in this document. **It should not contain any price information.** The technical bid should comprise of the following: -

- (a) Covering letter on the prescribed format in **Annexure-I**.
- (b) Demand Draft for Rs. 2500/- (Non-refundable) in favour of Army Institute of Fashion and Design, Bangalore payable at Bangalore.
- (c) CCS profile as per **Annexure-II**.
- (d) Documentation (Brochures, leaflets, catalogue, manuals, etc, if any).
- (e) Details of reference sites where catering services have been provided as per **Annexure-III**.
- (f) Undertaking by CCS as per **Annexure-VII**.
- (g) Valid Trade License in name of CCS from Bruhat Bengaluru Mahanagar Palike (BBMP) or from Licensing Authority.
- (h) EMD in the form of Demand Draft for Rs 50,000/- (Rs Fifty Thousand Only) in favour of Army Institute of Fashion and Design, Bangalore payable at Bangalore must be submitted along with the Technical Bid otherwise bid will NOT be accepted. EMD should be valid for a period of 90 days from the date of opening of Technical Bids.
- (j) **CCS** to submit an **Affidavit** on Rs 100/- stamp paper duly certified by Notary to adhere to the State Govt rules supporting minimum wages, and all additional mandatory payments Basic+VDA, EPF, ESI, bonus, allowances, leave with wages, reliever charges, insurance, etc to the employees employed for running the catering services at AWES Campus.
- (k) EPF deduction / remittance details of employees.
- (l) CCS is required to obtain FSSAI Certificate under FSSAI Act separately for Boys Mess and Girls Mess after commencement of contract within 15 days. This document is not required with Technical Bid.

20. **Late Bids.** Bids received after due date and time will NOT be accepted and opened. These will be recorded and kept with AWES, Campus Bengaluru. No representations will be entertained in this regard.

COMMERCIAL BID

21. The Commercial Bid should contain all relevant rates & charges and should be quoted in Indian Rupees only. The Price Bid should not contradict the technical bid in any manner.

22. **Commercial Bid** for supply of catering services as per Menu given in **Annexure-IV** including GST as applicable and including manpower cost and including any other cost should be as per **Annexure-V**.

23. Bid for operating the Boys & Girls Hostel Mess will be sole determining factor and datum the L-1 for award of contract. The other bids for Students Cafeteria, Employees meal, tea & snacks will be negotiated after determining L-1 of Boys and Girls hostel catering bid. These are additional services being sought and not a criterion for award of main contract.

24. AWES will shortlist Bidders under the administrative arrangements of AIFD, who satisfy in Technical and other requirements laid down in the document. The Commercial Bids of only the short-listed bidders, who qualified in technical bids will be opened. Successful short-listed bidders will be notified by e-mail/post and the bidders/authorized representatives may be present at the time of opening of commercial bids.

The RGP (Reserve Guided Price) shall be opened in the presence of the bidders at the time of technical bid opening. The following conditions shall apply:

1. **Bids quoting more than 10% below the RGP shall be disqualified.**
2. **Bids quoting at the RGP over by 10% variation shall be considered for further processing.**

NO ERASURES OR ALTERATIONS

25. Technical and Commercial details as required must be completely filled up. Corrections or alterations, if any should be authenticated.

AGREEMENT BETWEEN THE CCS AND AWES (AIFD & AIHM&CT)

26. The successful CCS shall execute an Agreement with AWES Campus (AIHM&CT and AIFD) on Rs. 2000/- Non-Judicial Stamp Paper as per **Annexure-VI**. All the CCS, who are willing to offer their Catering Services in response to this RFP are required to read all the terms and conditions given at Annexure-VI carefully and agree to all the Terms & Conditions without any modifications. CCS to render an undertaking as per **Annexure VII**.

VALIDITY OF OFFER

27. The offer of Technical and Commercial bids should be valid for period of four months from the last date for submission of the bids.

EVALUATION PROCESS

28. Offers (Tenders) will be evaluated in the following stages:

- (a) **Stage I.** Submission of both bids and scrutiny of technical bid. In this completeness of bid will be checked by designated Committee. Bid not meeting criteria shall stand rejected.
- (b) **Stage II.** Short-listing of supplier based on proof documents submitted, site visits by AWES officials and satisfactory feedback from reference sites. Technical

Evaluation will be completed and will be approved. Intimation will be given to successful technical bidders. Date of opening of Commercial Bids will be intimated.

(c) **Stage III.** First willingness to operate will be obtained from all bidders present. Commercial bids of the short-listed firms based on Technical Evaluation Committee and willingness to operate will be opened in a transparent manner. Vendors will be given adequate notice of not more than three days for opening of commercial bid. Evaluation of Commercial bids and approval will be carried out.

(d) **Stage IV.** Supply Order, deposit of security deposit and Agreement will be executed on Rs. 2000/- Non-Judicial Stamp Paper.

(e) **Stage V.** Security Deposit will be submitted by CCS and Catering service contract will be executed by the CCS.

NO COMMITMENT TO ACCEPT LOWER OR ANY TENDER

29. AWES shall not accept any change in bids for determining L-1. No matching of L-1 bid is permissible. In addition, AWES, Campus Bengaluru is under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever. Bidder can be disqualified for any infringements in giving false information/ incorrect documents, submitting two or more bids from sister concerns or resorting to cartelization in any form. Reserve Guided price has been fixed and variations as permitted by the accepting authority will be taken into consideration for accepting tender evaluation at stage III.

OPENING OF BIDS

30. Technical Bid will be opened at AWES Campus Bengaluru. The CCS Owners/ their representatives may be present at the time of opening of the Technical Bid. No separate intimation will be sent in this regard to the suppliers for deputing their representatives. The Technical Bid will be opened at the scheduled date and time irrespective of the number of CCS representatives present.

31. Commercial Bid will be opened at AWES Campus Bengaluru on a date & time intimated to the short listed successful technical bidders.

ORDER CANCELLATION

32. If the selected CCS fails to deploy their Catering Services on date intimated by AWES, it will be treated as breach of contract. AWES reserves the right to cancel the order in the event of delay in deployment of Catering Services persons and the Earnest Money Deposit will stand forfeited to the Institute. The next bidder as decided by AWES will be awarded contract.

PAYMENT TERMS

33. No advance amount will be paid to CCS. Monthly payment conforming to the attendance of the students as per documents to be maintained by the CCS and shown to the respective mess committee duly scrutinized by the student, hostel warden, Faculty Mess incharge, Assistant Registrar shall be made within seven working days after submitting bills

at the end of every calendar month. CCS shall submit the bill along with the following documents: -

- (a) Copies of wage Slips.
- (b) Copies of the previous ECR. for EPF and the Contribution History for the ESI premiums contributed for the CCS employees deployed within the combined campus of AWES.

34. On scrutiny of the Bill signed by students and these documents, AIFD and AIHM & CT shall make payment (Girls and Boys students respectively) after deduction of applicable TDS as per Govt guidelines. The CCS shall also ensure that wages of their employees are credited in their Saving Bank Account by 7th of the following month and records be produced to AWES officials on demand including wage slip.

STANDARDS EXPECTED

35. Catering personnel provided by CCS shall not be more than 50 years of age at the time of deployment. A qualified and experienced staff to be nominated by the CCS.

36. The Chefs should be experienced and cook acceptable standards of tasty and good quality meals. Catering personnel should be literate, medically fit and mentally sound. They should be in physically in good shape to perform all duties of catering required. They should be in presentable company uniform while on duty and follow HACCP standard at all times. Standards of staff will be expected of good standards.

37. The duty time of the persons deputed to one shift will be eight hours per day in proper uniform provided by the CCS (which includes shoes and cap). CCS will arrange for a reliever on the mandatory weekly off days. Karnataka labour laws are applicable and will be adhered to in totality. Accommodation for mutually agreeable numbers not more than five staff (particularly Chefs and Assistant Chefs) will be provided by the AWES Campus on payment of rent, electricity & water charges decided by the AWES Campus.

Character & Antecedent Verification

38. Before deployment of their Catering Services persons, the CCS should arrange for verification of the antecedents of the persons by the police and such Verification Certificate by the police should be submitted by the CCS to AIFD before deployment of their workers/employees.

39. All staff should be trained on POSCO and POSH regulations. Their character and antecedents must be fully furnished. Entry into Campus will be after Biometric identity formalities being completed and character verification. The CCS will be liable for any infringement in this regard as students' safety and security is paramount.

Liability for Personnel employed

40. The selected CCS shall comply with all provisions of the Contract Labour (Employment & Regulation) Act and Rules and all other applicable Labor Laws/Rules from time to time, at no additional cost to the Institutes.

41. All persons employed shall be engaged by the CCS as its own employees in all respects, and all rights and liabilities under Indian Factories Act or The Workmen Compensation Act or EPF Act and any other applicable enactments in respect of all such personnel shall exclusively be that of the CCS.

42. The CCS shall be bound to indemnify the AWES Institutes against all claims whatsoever in respect of its personnel under the Workmen Compensation Act, EPF Act, ESI Act and any other statutory modification thereof in respect of any damage, penalty, interest, compensation payable in consequence of any accident or injury sustained by any workmen or other person whether in employment with the CCS or not.

Right to Alter Quantities & Repeat Order

43. AWES will be free to either reduce or increase the number of Catering Services persons to be deployed on the same terms and conditions in case of surge of students or any fall with prior intimation of five days. In general, AWES reserve the right to alter.

Period of Contract

44. The Contract shall remain in force for a period of one year from date of commencement of services. However, if mutually agreed upon, the period of the contract may be extended on expiry of the contract period for a period of six months at revised rates not more than 2.5 % of existing rates and other terms and conditions as may be then agreed upon. Contractor will sign a separate contract agreement for the same. Extension of the contract after completion of one year of service, with a maximum of 5% increase in the agreed rate, subject to satisfactory performance and a positive report from the Mess Committee.

Responsibilities of the Contractor

45. The Food served by the CCS shall be of good quality and hygienic. The Registrar & HOA of AWES campus or his nominee or mess committee members may at any time take samples free of cost for the purpose of inspection and their decision regarding desirability or quality of the articles offered for consumption.

46. **Menu**. The Menu as prescribed in the **Annexure-IV** to this RFP shall have to be adhered to by the CCS. If owing to any development hereafter taking place adherence to that Menu is rendered difficult, the decision of AWES representative on any changes to be made in the Menu shall be binding on the CCS. Even otherwise, AWES nominees reserve the right to make changes in the menu if felt necessary.

47. **Raw Material Ingredient Specification & Brands.****STANDARD SERVING PORTIONS (per student)**

- **Cooked rice:** ~200–300 g (1 cup)
- **Chapati dough (raw):** 120 g → 3 chapati
- **Dal / Curry:** 150 ml (1 cup)
- **Vegetable (dry):** 120 g
- **Non-veg gravy:** 150 g (100 g meat + gravy)
- **Egg:** 1 no (50–55 g)
- **Milk:** 120 ml
- **Tea/Coffee:** 120 ml

DAY-WISE & MENU-WISE MESS SERVING CHART BREAKFAST (Daily)

Item	Quantity
Omelets	2 No
Bread	8 slices (140 g)
Butter / Jam	10 g
Tea / Coffee	120 ml
Milk	150 ml
Veg Cutlet	2 Nos (60 g each)
Cornflakes/Rice flakes/Dalia/Wheat flakes	30 g
Idly	3 nos (50 g each)
Sambar	150 ml (1 cup)
Chutney	40 g
Mini Methu Vada	2 No (30 g each)
Dosa/Uthappam	2 no (100 g batter)
Poha / Upma	200 g (1½ cups)
Poori/Mini Bathure	4 Nos (25 g each)
Aloo Gravy/Kurma/Chole	120 gms
Pav Bhaji	3 Buns with 120 gms of Bhaji
Bread Optional Day	3 slices

EVENING TEA & SNACKS (Daily)

Item	Quantity
Tea / Coffee	120 ml
Snack (Samosa / Pakoda / Biscuit)	1 no / 60 – 70 g

LUNCH & DINNER

Item	Quantity
Rice (Boiled)	220 g
Dal	150 ml
Veg Masala/Poriyal/Sabzi	120 g
Chapati	3 nos (40 g dough each)
Curd	80 ml
Pickle	10 g
Buttermilk	150 ml
Chicken Curry	150 g (100 g chicken)
Paneer Gravy	50 g + 100 ml gravy
Egg Curry	2 eggs + 100 ml gravy
Curd	80 ml
Veg Biryani	250 g (1½ cups)
Raita	120 ml
Fryums/ Papad	15 g
Chicken Biryani	300 g
Chicken (in biryani)	100 g
Sweet	50 g

- **Paneer – Brand Specification**

Paneer to be:

- **FSSAI-certified**
- **Minimum 20% fat**
- Fresh, vacuum packed

Approved Brands (any one):

- Mother Dairy
- Amul
- Heritage
- Nandini
- Milky Mist

Loose/unbranded paneer not permitted

- **Non-Veg Portion Size (Per Student)**

Item	Raw Weight
Chicken (with bone)	100–120 g
Egg curry	2 eggs / student

Cornflakes – Brand Specification

Approved brands:

- Kellogg's
- Bagrry's
- Nestlé
- **Individual sealed packs OR bulk pack with measured portion**
- **Max 30 g per student**
- **Biryani Rice Specification (For Biryani Menu)**
- **Only Basmati Rice**
- Preferred brands:
 - India Gate
 - Daawat
 - Kohinoor

Pest Control Frequency

- **Once every month (mandatory)**
- Additional emergency treatment as required
- Agency must be **government-approved**
- Records to be maintained and produced on demand

Store-Keeping Guidelines

1. Separate **Dry Store, Cold Store & Vegetable Store**
2. FIFO method strictly followed
3. Daily issue register maintained
4. Monthly physical stock audit
5. Lockable store with restricted access

Vegetable Cutting Area Specification

- Separate, physically demarcated area
- Food-grade cutting tables (SS 304)
- Separate knives/boards for:
 - Veg
 - Non-veg
- Continuous running water
- Proper waste disposal bins (covered)

Curd Quantity per Student

- **80 ml per student**
- Brands:
 - Nandini
 - Amul
 - Heritage

Breakfast – Bread, Cornflakes & Milk

- Bread: 4 slices / student (Omelette Day 8 slices)
- Cornflakes: Individual pack (30 g) OR bulk with ladle control
- Milk: 100 ml boiled milk
- Milk brands:
 - Nandini
 - Amul

Approved Masala Brands (Any One / Combination)

Primary Preferred Brands

- **MDH**
- **Everest**
- **Eastern**
- **Aachi**
- **Sakthi**

Additional Mandatory Conditions

- Hygiene audits – **Quarterly**
- Medical fitness certificates for all staff
- Uniform, gloves, caps mandatory
- No outside food allowed inside kitchen
- Waste segregation – wet & dry
- CCTV coverage in kitchen & store areas

Ingredient Standardisation

Standard Recipe Format

Each dish must have a documented recipe card mentioning:

- Dish name
- Portion size

- Ingredients with **exact quantities**
 - Especially biryani (rice, vegetables, paneer, non-veg portions per kg)
- Preparation method
- Cooking time & equipment
- Yield

Ingredient Specifications

- Clearly specify **grade/quality** (e.g., Sona Masoori/Basmati rice, FSSAI-certified oil).
- Maintain **standard units of measurement** (kg, litres, grams).
- No substitution of ingredients without **Mess Committee approval**.

Roles & Responsibilities

Mess Manager

- Present for all meals serving and oversee menu execution.
- Approve ingredient indents.
- Monitor hygiene, food quality and service.
- Ensure minimum wastage, proper cooking and timely service.

Chief Chef

- Follow standard recipes.
- Maintain consistency and portion control.
- Supervise assistant cooking staff.

Student Mess Committee

- Provide regular feedback.
- Coordinate with Mess Manager for improvements.

Operational & Administrative Guidelines

- Board of Officers will finalise:
 - Menu
 - Ingredient specifications & brands
- Labour and manning for Boys & Girls Mess to be clearly specified:
 - Type of manpower
 - Skill level
 - Dress and hygiene standards

Responsibilities of the Mess Contractor

The food served in the Institute mess shall be of good quality, nutritious, and hygienic. The Registrar or his nominee shall have the right to take food samples at any time, free of cost, for inspection. The decision of the Registrar or his nominee regarding the quality and suitability of food shall be final and binding.

Quality of Raw Materials

- a) Cooking shall be done only in premium quality vegetable oil such as sunflower oil of reputed brands like Saffola, Sundrop, Fortune, Nature Fresh, etc., with prior approval of the Registrar/Mess In-charge.
- b) Standardized full cream or single-toned milk in poly packs of reputed brands such as Amul, Mother Dairy, KMF, or any other brand approved by the Registrar/Mess In-charge shall be used.
- c) Butter shall be of Amul/Mother Dairy or any other brand approved by the Registrar/Mess In-charge.
- d) Ice cream shall be of Amul, Mother Dairy, Kwality, Vadilal, or any other approved brand.
- e) Biscuits shall be of standard brands approved by the Registrar/Mess In-charge.
- f) Atta, suji, and besan shall be of premium quality brands such as Aashirvaad, Rajdhani, Shakti Bhog, or any other approved brand.
- g) Rice shall be premium quality steam rice or full-grain basmati rice of brands like Kohinoor, Lal Quila, or any other approved brand.
- h) Tea shall be of reputed brands like Brooke Bond, Taj Mahal, Lipton, Tata, etc., or any other approved brand.
- i) Coffee shall be of Nestle, Nescafe, Bru, Sunrise, or any other approved brand.
- j) Spices shall be of approved quality brands such as MDH, MTR, Everest, Catch, Rajdhani, Ramdev, Majithia, or any other brand approved by the Management.

Manpower and Hygiene

The Mess Contractor shall provide sufficient staff, including a skilled supervisor, cooks with helpers, utensil washers, and waiters. The number of workers may be increased depending on the requirement. All staff must be clean, healthy, and free from communicable diseases.

All staff working in the kitchen and dining hall shall wear approved uniforms, including caps, gloves, and dress, while on duty. Staff must be well-behaved, sober, and courteous. The cost of uniforms and their washing shall be borne by the Mess Contractor.

Equipment and Utensils

The Mess Contractor shall arrange all required cutlery, crockery, utensils, cooking vessels, gas stoves, dosa plates, bulk cookers, mixers, grinders, deep freezers, tea/coffee dispensers with separate containers, and any other equipment required as per the menu. All cooking will be done in stainless steel utensils.

The Mess Contractor shall be responsible for any loss or damage to furniture, fittings, utensils, crockery, cutlery, or other items provided by the Institute, except normal wear and tear. Breakage or loss beyond 5% per year will be recovered from the contractor, as assessed by the Mess Committee.

Mess Committee

A "Mess Committee" shall be constituted by the Institute to supervise the mess operations. Separate committees shall function for both Institutes. The committee shall:

- (a) To finalize the Menu for food items.
- (b) To supervise the quality of items purchased and cooked.
- (c) To supervise catering.
- (d) To supervise maintenance of hygiene and cleanliness including pest control. Pest control by contractor every month is mandatory.
- (e) To conduct inspection of the place where the caterer is presently serving for short listing.

The decisions of the Mess Committee shall be binding on the Mess Contractor. The Institute reserves the right to modify, cancel, or reconstitute the Committee at any time.

Food Service and Timings

The Mess Contractor shall serve meals as per the following schedule:

- Breakfast : 7.15 AM – 8.30 AM
- Lunch : 12.15 PM – 1.45 PM
- Evening tea/coffee with snacks/biscuits: 4.30 PM – 5.00 PM
- Dinner : 7.15 PM – 8.45 PM

The Mess Committee shall decide which items are limited or unlimited (such as chicken, paneer, sweets, curd, aloo paratha, uttapam, omelette, vada, etc.).

On special occasions, the Mess Contractor shall provide tea, coffee, snacks, lunch, or dinner for the Institute or guest house as required with the agreed cost. The cost of camphor, chef-in-dish materials, and paper napkins shall be borne by the Mess Contractor. Also one service personnel to be in unique dress for serving the items in designated place.

Catering Services Add-On Guidelines

As an add-on, the following additional provisions shall be implemented with immediate effect to ensure quality, standardization, and efficient utilization of facilities:

- **Procurement of Branded Items**
 - Curd shall be procured **only in branded bulk packs**, preferably in **10-litre or 20-litre cans**, ensuring quality and hygiene.
 - Only **branded pickles** shall be used for meal service.
 - **Butter (25 gms)** and **cornflakes (25–35 gms)** shall be provided **only in sachet packs**, strictly as per the approved menu.
- **Utilization of Cafeteria Facilities**
 - The cafeteria shall be **utilized daily** for **tea and snack services** on a **chargeable basis** for students.
 - During the **morning break time**, CCS may conduct a **trial run for 7 days**, keeping a **minimum number of servings**.
 - Based on observation and demand during the trial period, the service may be **continued or revised** accordingly.
- **Approved Rates for Cafeteria Services**
 - Tea / Coffee: **₹10 per cup**
 - Chips / Tetra Pack Juice: **₹10 per unit**
- **Sunday Brunch Arrangement**
 - **Every Sunday**, brunch shall be served instead of breakfast and lunch.
 - **Timing:** 1000 hrs to 1130 hrs
 - **Approved Brunch Menu:**
 - Masala Dosa – 1 No
 - Veg Noodles – 1 Cup
 - Veg Manchurian – 1 Cup
- **Operational & Cleaning Arrangement**
 - The brunch timing has been structured to ensure sufficient time for CCS to carry out **thorough cleaning of both Boys' and Girls' messes**.
 - **Sunday dinner (Biryani)** shall be prepared **in one mess only**, on a **rotational basis** & moved to the respective mess.
 - This arrangement will allow **alternate-week deep cleaning** of each mess without disruption to food service.
- **QTK (Quantity Training Kitchen) Operations**
 - The **QTK shall be functional for 24 occasions in a semester** for the students training. Some items has to be made by the CCS.
 - **All items required for QTK operations shall be provided by the contractor** at no additional cost to the institute.
 - **Every week, one Chef from AIHMCT shall be nominated as In-charge** to oversee QTK operations, quality, hygiene, and portion control.

These additional guidelines are intended to enhance service quality, operational efficiency, hygiene standards, and optimal utilization of facilities. CCS is expected to comply with the above provisions in letter and spirit.

48. The CCs will bring the cutlery, crockery, gas stove, dosa plate, bulk cooker, refrigerators, containers for cooking, mixers, grinder, deep freezers, tea-coffee dispenser with separate containers for tea & coffee (number of unit as per requirement) and other equipment required as per menu and utensils. The Contractor shall be responsible for any loss or damage, other than normal wear & tear and breakages to any furniture, fittings, stores, utensils, cutlery, crockery or any other goods or articles kept in the said premises by the Institute. The mess committee, mentioned hereinafter, is empowered to assess the quantum of loss or damage other than normal wear and tear and the cost of said loss or damage will have to be borne by the CCS.

49. The CCS shall use the LPG/PNG cooking range and other similar equipment's as per Industry standards. The use of charcoal, firewood, coke or fuel of any kind shall not be done. The Contractor has to bear the cost of LPG fuel (including transportation cost). Though most of the cooking equipment use LPG/PNG for cooking, if electricity is used as an alternative source for cooking, or for warming the food, the electricity used shall be paid by the Contractor. Electricity used by the contractor shall be paid by the contractor on monthly basis. The contractor will pay a total sum of Rs 45,000/- per month divided into Rs 22,500/- each to AIFD and AIHM & CT as rental towards usage of AWES mess facilities in addition electricity charges as applicable on metered basis. The same will be deducted from the monthly mess bills. In addition electricity charges as applicable on metered basis. Water charges will be fixed by AWES Campus.

50. The Contractor shall be responsible to keep the premises allotted to them neat, clean and tidy in accordance with the health bye-laws of the State and shall be liable to bear any penalty imposed by those authorities in the event of his failure to comply with their bye laws. Mess food shall not be taken outside the mess premises unless specifically instructed by the competent authority (Registrar / Mess In-charge Faculty). No favoritism shall be shown to any AWES employee; any such act will attract penalties. Food delivery to the sick room shall be strictly monitored by the Hostel Warden.

Mess Committee

51. A Committee known as "Mess Committee" (which shall also include the CCS or a representative) shall be constituted by the Institute to supervise the Messes as decided from time to time. Both the institute will have separate committees to monitor the mess activity. Mess committee will be constituted with the following members:

- Mess In-charge Faculty
- Two students from each batch
- One admin staff member
- One CCS member

Fortnight meeting will be held and report will be submitted to the management for further course of proceedings.

52. The Committee is authorized to direct the CCS to take such action as deemed fit. The majority opinion of the Committee on all matters will be binding on the CCS. The composition of the Committee will be decided by the AWES. The AWES will have the right to modify, alter, cancel any decision of the Committee and also have the right to reconstitute the Committee.

53. The functions of the mess Committee shall be as under:-

- (a) To finalize the Menu for food items.
- (b) To supervise the quality of items purchased and cooked.
- (c) To supervise catering.
- (d) To supervise maintenance of hygiene and cleanliness including pest control. Pest control by CCS every month is mandatory.
- (e) To conduct inspection of the place where the caterer is presently serving for short listing.

54. Any disobedience or misconduct found in any worker or representative of the contractor in the premises of AWES campus shall be liable for suspension or dismissal by the CCS on the direction of AWES authorities and the CCS shall accept the direction of AWES authorities as final and binding. AWES shall not in any way, be liable in respect of any claim for compensation of damages made by the affected workers or representatives.

55. The Contractor is required to serve on special occasions (festival and institution events) of the institutions as per the requirements. The CCS to serve tea/coffee/snacks, lunch and dinner (as applicable) in the institute during day/night hours (as required). The CCS shall not levy or receive any charges for table service. Advance notice will be given and will be paid for at mutually agreed price.

56. The meal timing for Breakfast, Lunch, Dinner, Tea & snacks will be intimated by AWES Campus to the CCS which will be binding on CCS to follow. Display of food must be done for every meal on all days. The displayed food shall be kept aside in a sealed plate

57. **Special Menus.** CCS should cater for special menu on special occasions at extra cost to be mutually agreed. (Republic Day, Independence Day, Diwali, Holi, Christmas etc..)

58. The Institute shall provide premises in ready to use and hygienically cleaned and whitewashed. At end of 11 months the CCS shall return premises in same condition, duly maintained. The CCS shall provide and maintain the hygienic condition of Dining Hall, kitchen & food containers for raw material/ vegetables. Large garbage shall be used to dispose waste material of food (dry and wet separately) under the arrangements of the CCS. Clearing of garbage (wet and dry) related to student's mess is the sole responsibility of CCS on daily basis through BBMP garbage lifting persons who lifts AWES campus garbage at rates specified by BBMP. All surplus food must be cleared or disposed of before the commencement of the next meal service.

59. The Contractor shall provide sufficient workers for the mess comprising of Skilled Supervisor, Cook with helpers, workers for washing utensils, and waiters with the provision to increase according to number of employees & requirement. They should be certified medically fit every 3 months by a certified Doctor.

60. The minimum man power required to be provided by CCS in each Boys & Girls Mess separately will be as follows for each eight hour shift as per Labour Laws :-

- | | |
|---------------------------------|--------------------------------------------------|
| (a) Manager | - One for AWES Campus |
| (b) Supervisor | - One each for Girls (Lady) and Boys Hostel. |
| (c) Chief Chef | - One/Two Chief Chef each depending on strength. |
| (d) Assistant Chef | - Two each or more depending on strength. |
| (e) Service Staff | - Four each (Ladies for Girls Mess) |
| (f) Utensils Cleaner/Veg cutter | - Two each |
| (g) House Keeping Staff | - Two each or more to maintain cleanliness. |

Penalty Clauses

61. The following penalty charges will be levied on the CCSs for under mentioned clauses/default/short coming: -

- (a) Food quality is not up to the standard.
- (b) Use of low-quality raw materials, ingredients, meat and vegetables.
- (c) Improper grooming of staff members, not putting on uniform, gloves, head cap.
- (d) Maintaining the mess/kitchen/Dining area in unhygienic way.
- (e) Shortage of food.
- (f) Shortage of staff.
- (g) Food will be cooked separately in Boys & Girls mess.
- (h) Pest control not carried out every month.
- (j) Not having valid Trade License from Licensing Authority and not having valid FSSAI Certificate separately for Boys Mess & Girls Mess under FSSAI Act.

62. Following penalty will be applicable: -

SL	Nature of Default	Penalty
(a)	Poor food quality / valid complaint	₹2,000 per incident
(b)	Non-adherence to approved menu	₹1,000 per instance
(c)	Late serving of meals	₹1,000 per meal
(d)	Absence of key kitchen staff	₹1,500 per person/day
(e)	Hygiene lapse observed	₹2,000 per incident
(f)	FSSAI / Health notice/ Monthly Medical Fitness Certificate	₹10,000 Per Month + rectification
(g)	Food poisoning / safety issue	Immediate termination + legal action
(h)	Repeated complaints (3 in a month)	2% deduction of total monthly bill (Boys plus Girls Mess)
(j)	Waste mismanagement	₹1,000 per instance

Applicability of Force Majeure Conditions

63. If the performance by either party of any of its obligations under the contract/agreement is prevented, restricted or interfered with by reason of fire accident, flood, war or any law, or regulation of any government, or any act or condition whatsoever beyond the reasonable control of both party (each such event shall be called a "Force Majeure event), then such party shall be excused from such performance to the extent of such prevention, restriction or interference, provided, however, that such party shall give prompt notice within a period of 90 (ninety) days from the date of the Force Majeure occurrence and providing a description to the party of such force majeure in such notice, including a description, in reasonable specificity, of the cause of the Force majeure and provided further that such party shall use reasonable efforts to avoid or remove such cause of non – performance and shall continue performance hereunder whenever such causes are removed. The force Majeure conditions will be applied to both the parties during the contract period of "**Providing Catering Services to AWES Campus**" as per the law of the land.

64. If a Force Majeure event renders use of any part of the premises difficult for a period in excess of 90 (ninety) days, the second party shall be entitled to treat the agreement in respect of the premises as terminated and seek return of the security Deposit.

65. A maximum of 25% of the existing contract employees of the previous employer may be permitted, subject to prior approval of AWES Management

66. **Pre-Bid Meeting.** A pre bid meeting will be held at 1500 hours on _____ Feb 2026 at AWES Campus, Bangalore. All CCS may attend for any clarification.

67. Any false/fake/incorrect information submitted by the bidder/contractor while submitting the bid will be liable for rejection of bid, severe action like Forfeiture of EMD, Cancellation of the Order, Forfeiture of Security deposit including banning of the Bidder's Company.

68. Termination:

Any CCS that has been terminated from an AWES campus due to involvement in immoral or unethical activities shall be **debarred from participating in any bidding process in AWES campuses for a period of five (5) years**. Such CCS shall be **blacklisted**, and the same shall be **intimated to all allied government bodies and institutions**

69. For further clarifications, if any, you may contact the following address:-

AWES Campus (AIHMCT & AIFD)
Nagreshwara Nagenahalli, Kothanur Post,
Bangalore – 560077
Mob- 6363849144/8549043631
Email: aifd@awesindia.edu.in

Annexure – I
(Ref Para 19 of RFP)

(Letter to AWES Campus on the CCS Letterhead)

Registrar & HoA
AWES Campus (AIFD & AIHM&CT)
Nagreshwara Nagenhalli, Kothanur Post,
Bangalore – 560 077

Dear Sir,

Sub: Your RFP for Provision of Catering Services Company

With reference to your Notice Inviting Tender (NIT) published in Newspapers and the RFP published in your website, having examined and understood the instructions, terms & conditions forming part of the RFP, we hereby enclose our offer to the supply of Catering Services as detailed in your above referred RFP.

We confirm that we have not been disqualified / blacklisted for providing Catering Services and deployment of catering services personnel.

We further state that we have no associated firms that are bidding or sister concerns that are bidding in this tender.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP.

We also confirm that the offer shall remain valid for three months from the last date for submission of the offer.

We hereby confirm that we have read the terms and conditions given at the Annexure-V of the RFP and agree to them fully.

We understand that AWES (AIFD and AIHM & CT) is not bound to accept the offer either in part or in full and that AWES, Bengaluru campus as the right to reject the offer in full or in part without assigning any reason whatsoever.

We enclose herewith a Demand Draft of Rs. 2500/- (Rupees Two Thousand and five hundred only) in favour of Army Institute of Fashion and Design, Bangalore payable at Bangalore towards cost of RFP Form. Details of the same areas under:

- Demand Draft No & Date : :
- Name of Issuing Bank :

We enclose herewith a Demand Draft for Rs. 50,000/- (Rupees Fifty thousand only) in favour of Army Institute of Fashion and Design, Bangalore payable at Bangalore being the EMD. Details of the same are as under:

- Demand Draft No & Date : :
- Name of Issuing Bank :

Authorized Signatories

(Name & Designation, seal of the firm)

Annexure-II**(Ref Para 12 & 19 of RFP)**

(Letter to Registrar & HoA, AIFD, Bangalore on the CCS's Letterhead)

CCS PROFILE

1. Name of the Organization and Address :
2. Year of Establishment :
3. Status of the firm :
(Whether Pvt. Ltd. Company/Public Ltd. Company / Partnership Firm)
4. Name of the Chairman/MD /CEO/Country Head (as the case may be):
5. Any associated firms Registered for same services: Details to be attached.
5. Whether registered with the Registrar of Companies/Registrar of Firms in India, if so, mention number and date and enclose Registration Certificate copy.
6. a) Name and address of Bankers:
 - i) _____
 - ii) _____b) Turnover of the Company/Firm in FY 2022-23, 2023-24 and 2024-25:
(Please attach a copy of audited Balance Sheet and Profit & Loss Account for the FY 2022-23, 2023-24 and 2024-25 as proof documents)
7. Whether registered for Service Tax purposes. If so, mention number and date.
8. Whether an assesses of Income Tax. If so, mention Permanent Account Number. Furnish copies of Income Tax clearance certificate and submitted IT returns for the last three years.
9. Is the Company/Firm a supplier of Catering Services? If yes,
 - (a) Mention the address and phone numbers of the company's offices in the districts mentioned in the RFP.
 - (b) Give the earliest date of opening of an office in the districts mentioned in the RFP.
 - (c) What are your main fields of activities? Mention the fields giving the annual turnover for each field.
 - (i) _____
 - (ii) _____
 - (iii) _____

Annexure-II (contd)
(Ref Para 12 & 19 of RFP)

10. Since when and how long your Company/firm has been supplying Catering services?
11. If you have been prequalified by other corporate bodies and public sector banks for supply of Catering Services, furnish their names and date of empanelment.
12. Furnish the names of renowned organizations, where you have supplied Catering Services in Karnataka in the last three years, i.e., from 01 April 2022 to 31 March 2025.

Name of Organization with Address	Since when	Average annual Payment received

- Note :- 1. (Please attach copies of their orders or payment proof)
2. A separate sheet may be attached if the above space is inadequate

Annexure – III
(Ref Para 19 RFP)

(Letter to AIFD on the Supplier's Letterhead)

REFERENCE SITE DETAILS OF SERVICES BEING RENDERED IN KARNATAKA OR NEIGHBORING STATES

(1) Name of the place services being rendered:	
Address of the place services rendered:	
Name, Designation of contact person with telephone No. and e-mail id of person operating contract at the designated place:	Name : Designation : Landline No. : Mobile No : E-mail id :
Details of Catering Service & No of staff in last 3 years (Ref. No., date of order and quantity)	
(2) Name of the place services being rendered:	
Address of the place services rendered:	
Name, Designation of contact person with telephone No. and e-mail id of person operating contract at the designated place:	Name : Designation : Landline No. : Mobile No : E-mail id :
Details of Catering Services & No of staff in last 3 years (Ref. No., date of order and quantity)	

(3) Name of the company	
Address of the Company	
Name, designation of contact person with telephone No. and e-mail id	Name : Designation : Landline No. : Mobile No : E-mail id :
Details of Catering Services& no of staff in last 3 years (Ref. No., date of order and quantity)	

AUTHORISED SIGNATORY

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Annexure - IV (Ref Para 22 RFP)								
AWES CAMPUS - MENU FOR STUDENTS MESS								
	Day 1	Day 2	WEDNESDAY	Day 3	Day 4	Day 5	SUNDAY	Day 6
BREAK FAST	Whole Grain Cornflakes with 110 ml milk	Oats and Milk	Bread & Butter	Wheat Grain Cornflakes with 110 ml milk	Whole Grain Cornflakes with 110 ml milk	Bread & Butter	Tea/Milk/Bournvita	Masala Dosa
	Omelte/ Aloo Paneer Cutlet	Idly	Tawa Paratha	Masala Uthappam	Methi Poori	Chole Bahure	(0730 hrs - 0800 hrs)	Sambhar
	Bread	Methu Vada	Mix Veg Kurma	Sambhar	Aloo Sabji			Red Chutney
	Butter	Sambhar	Pickle	Coconut Chutney				
	Jam	Coconut Chutney	-	-	-	-		
	Tea/Milk	Tea/Milk/Bournvita	Tea/Milk	Tea/Milk/Bournvita	Tea/Milk	Tea/Milk/Bournvita	(1000 hrs to 1130 hrs)	Tea/Milk
LUNCH	Aloo Gobi Masala	Matar Paneer curry	Paneer & Vegetable Biryani	Mix Veg Masala	Gobi Gajar & Matar masala	Navrattan Kurma	Pav Bhaji	Kadhi Pakodi
	Green Moong Dal	Black Chana dal	Mirch Baigan ka salad	Dal Makhni	Rajma Masala	Panchman Dal	Veg Fried Rice	Aloo Jeera Fry
	Chapati	Chapati	Chapati	Chapati	Chapati	Poori	Veg Noodles	Chapati
	Rice	Rice	Rice	Jeera Pula	Rice	Matar Pulao	To be served in	Rice
	Papad	Papad	Papad	Papad	Papad	Papad	AWES Cafeteria	Papad
	Curd & Pickle	Curd & Pickle	Curd & Pickle	Curd & Pickle	Curd & Pickle	Curd & Pickle		Pickle
	Kachumber salad	Green salad	Laccha salad	Tossed salad	Kachumber salad	Green salad		Laccha salad
EVENING	Bread Bajji	Vada Pav	Mix Sprouts Salad	Atta Maggi	Samosa	Black Chana Chat	Bhel Puri	Veg Puff/Sponge Cake
	Tea	Tea	Tea	Tea	Tea	Tea	Tea	Tea
DINNER	Lauki & Paneer Kofta masala	Aloo Chole Gravy	Butter Chicken/ Panner Butter masala	Mix Veg fried rice& Egg Fried Rice/Mix Veg Noodles/Egg Noodles Alternate week	Makai shimla palak masala (corn, capsicum etc..)	Kadai Veg with paneer	Chicken Biryani	Aloo Soya & Bhindi Masala (30%)
	Mix Dal Tadka (Moong, Toor & Masoor)	Masoor dal musellam	Kali Dal	Capsicum & Baby com Chilli Semi Gravy	Lasuni Dal/adraki Dal	Chole Masala/Egg Curry	Panner & Soya Briyani	Chana Dal with Palak
	Chappati	Tawa Paratha	Chappati		Chappati	Poori	Tomatar ka salan	Chappati
	Rice	Jeera Pulao	Mint Pulao		Rice	Rice	Boondi Raita	Rice
	Icecream	Mysore Pak	Gulab Jamun	Icecream	Apple	Icecream	Banana	Rice Kheer

Annexure-V
(Ref Para 22 of RFP)

COMMERCIAL BID FOR SUPPLY OF CATERING SERVICES INCLUDING GST

RATES OFFERED FOR SERIAL 1 TO 4 ARE BASED ON MENU AS MENTIONED IN ANNEXURE-IV OF THE RFP AND RAW MATERIAL INGREDIENTS SPECIFICATION AND BRAND MENTIONED IN PARA 47 OF RFP. RATES ALSO INCLUDES COST OF MANPOWER REQUIRED AS MENTIONED IN PARA 59 OF RFP OR ANY OTHER COST / CHARGES REQUIRED TO BE INCURRED BY THE CCS FOR PROVIDING CATERING SERVICE AS PER RFP FOR ONE YEAR FROM COMMENCEMENT OF CONTRACT

Ser No	Nature of Catering Meal	A/U	Qty	Brand Name	Basic Rate Per Unit	GST Rate (%)	GST Price Per Unit	Total Price Per Unit (F+H)	Total Cost (D x J)
A	B	C	D	E	F	G	H	J	K
1	BREAKFAST	No	1						
2	LUNCH	No	1						
3	EVENING TEA & SNACKS	No	1						
4	DINNER	No	1						
	TOTAL								

AUTHORISED SIGNATORY

Annexure-V (contd)
(Ref Para 22 of RFP)

Notes:

1. Payment cost to manpower are mandatory charges and should conform to the relevant legal /statutory provisions in vogue. Payment of Minimum Rates of mandatory payments and charges to housekeeping personnel is the responsibility of the CCS, and rates quoted must be supported by certified copies of latest Government Notifications as valid. AWES will not be responsible for non-adherence to minimum wages by the CCS, and the CCS will be responsible to resolve any and all legal representations in this regard.
2. Basic & VDA should conform to the minimum wages fixed and revised from time to time, by the Government of Karnataka for Bangalore (Urban). The minimum rates of wages also include the wages for the weekly day of rest. The entire price bid, including allowances as a percentage of Basic+VDA shall be as per Notifications issued and revised from time to time for Bangaluru (Urban) by the Government of Karnataka.
3. Pro-rata bonus payment will be paid every month by CCS and shown in wage slip. The CCS must ensure that the Catering Services personnel are given all dues reflected. Proof of same is required to be provided regularly. Failure to pay dues will invite disbarment.

AUTHORISED SIGNATORY

Annexure VI

(Ref Para 26 of RFP)

CONTRACT AGREEMENT BETWEEN ARMY WELFARE EDUCATION SOCIETY**(AWES), BENGALURU****AND****THE CONTRACTOR i.e M/s _____****CATERING CONTRACT AGREEMENT**

This Agreement is made on ____ Day of _____ between the **Army Welfare Education Society (AWES) Campus, Bengaluru – 560077**, (The Army Welfare Education Society (AWES) Campus, Bengaluru will be represented by Army Institute of Fashion and Design (AIFD), here in after, referred to as **First Party** (which expression unless expressly excluded by the context shall be deemed to include his successors and assigns) and **M/s _____**, herein after referred to as CONTRACTOR or **second party** (which expression unless expressly excluded by the context shall be deemed to include its successor's executors, administrators and permitted assigns OTHER PARTY (here in after collectively referred to as "THE PARTIES").

Whereas the First party, **Army Welfare Education Society(AWES),Bengaluru - 560077**, has placed the supply/service order for a period of ONE YEAR (Wef _____2026 to _____2027) for **Providing catering Service including required manpower and equipment for Girls Hostel of Army Institute of Fashion & Design (AIFD) and Boys Hostel of Army Institute of Hotel Management & Catering Technology (AIHM&CT) separately** of this establishment as per the details described in the Request For Proposal, hereinafter known as "**RFP**". The detailed terms & conditions and scope of the contract of this **Agreement** are mentioned in the succeeding paragraphs.

And whereas **M/s _____(L-1)** has understood the **scope of work (SOW)** as per the **RFP** which has been accepted by **M/S _____(L-1)** and whereas, an agreement is required to be executed between the parties in respect thereof. Whereas, an agreement is required to be executed between the parties in respect thereof. **AWES represented by Register & HOA** will be learnt as **First party** and **M/S _____(L-1)** is referred as Second party or Contractor.

And whereas, the **CONTRACTOR /second party** is required to make a performance of **Security/Security deposit** for an amount of **Rs 10 Lakhs (Rupees Ten Lakhs Only)** in favour of the **Army Institute of Fashion and Design** payable at Baglaore. The security deposit will be deposited by the CONTRACTOR on the day of execution of this agreement

Annexure VI (Contd)

and whereas, the CONTRACTOR has understood the scope of work of the said job and under takes to complete the SAID JOB to the satisfaction of **First party**. The said security deposit should be valid for a period of 90 days beyond the period of **Contract Period**.

SCOPE OF CONTRACT**CLAUSE-1**

- 1.1 The said job has been understood by the **second party** or contractor. The said job will not be sub-let to any local contractor.
- 1.2 Scope of work of this CONTRACT is as per the details given in the RFP and this Agreement.
- 1.3 The **Second party** shall carryout contract as per the general terms and conditions specified **RFP** and this Agreement.
- 1.4 **The Second party** on receipt of any complaint shall attend to the same immediately and comply it, to the satisfaction of **First party** or his authorized representative.

CONTRACT OPERATING OFFICER (COO)**CLAUSE-2**

- 2.1 A Separate COO shall be nominated by **First party AWES Campus, Bengaluru** and will be communicated in writing to **second party**. Acceptance of contract will be communicated by **Second party/contractor** in writing. COO, who and only who shall execute the clause stipulated in the terms and condition of contract on behalf of **AWES Bengaluru Campus**.

(Sig with stamp of First Party)

(Sig with stamp of Second Party)

Annexure VI (contd)**TERMS AND CONDITIONS/SOW OF THE CONTRACT AGREEMENT FOR PROVIDING
CATERING SERVICES TO GIRLS AND BOYS OF AWES CAMPUS**

Whereas the **First Party** requires the services of a **Second party/Company providing Catering Services (CCS)** for their Student Messes (Girls and Boys Hostels).

Whereas the CCS which is a Company providing Catering Services has agreed to provide Catering personnel, hereinafter referred to as 'CCS's Employees' to the First Party as per the First Party's requirements.

Whereas the **Second Party/CCS** and the **First Party/AWES** have agreed to enter into a service contract for a period from _____ 2026 to _____ 2027 which shall be deemed to be automatically terminated thereafter unless renewed by the First party for the purpose of obtaining Catering Services at the same **rates and other terms and conditions** as mentioned hereunder. Now, therefore this agreement witnesses as under:-

Now therefore this agreement witnesses as under:

1. All terms & conditions given in **RFP** will be followed by the Second Party/CCS. The **Second Party/CCS** declares that it is in possession of the valid license and the **Second Party/CCS** further undertakes that the license will be renewed from time to time and will be valid during the entire period of the Agreement, failing which this agreement shall stand automatically cancelled and the First Party shall not make any payment.
2. **Second Party/CCS** shall ensure that Catering personnel possessing the required skill and training shall be deployed at the AWES Campus of AIFD and AIHM &CT, Kothanur Post, Bangalore – 560 077. The **Second party CCS's** Employees shall not be more than 50 years of age for Catering Services at the time of deployment and hereby undertakes to abide by the requirements of eligibility criteria and physical standards including their training as prescribed, medical, uniform (as applicable), photo identify card, etc.
3. If the state Law requires the registration of the **second party/CCS** or any such other Board constituted under the state law, such registration shall be ensured before deploying their employees with the first party.

Annexure VI(Contd)

4. The **Second party/CCS** shall ensure that their Employees shall be conversant with the use of Fire Extinguishers and shall take necessary action in case of activation of fire Alarm Sys or in case of a fire in the premises of students Mess.
5. The **Second party/CCS** shall provide the names of their Employees to the Registrar, AWES Campus before their deployment. The CCS shall furnish the names, permanent & local address of the CCS's Employees deployed at First Party's premises from time to time along with their latest photographs thumb impression & signatures.
6. The **Second Party/CCS** shall ensure that their Employees function under general directions of Registrar and HOA of respective Institutions/COO/Authorized Official and perform duty according to the duties accepted by the **Second Party/CCS**.
7. The second Party/CCS should ensure the following:-
 - (a) Verification of antecedents of all their employees by the police and such verification Certificate shall be submitted to the First party immediately on the deployment.
 - (b) CCS's Employees shall be medically fit, mentally fit, mentally sound and possess good physique and not be suffering from any contagious/major diseases.
 - (c) Their employees shall not take any alcohol or intoxicants or be found in an inebriated state or smoke.
 - (d) No familiarity develops between the CCS's Employees and the First party staff/students and their employees do not indulge in any activities including money transactions.
 - (e) Payments of wages to its employees in compliance with minimum wages act and other relevant statues in forces and modified/amended or revised from time to time as per enactments of central/ state Governments.
 - (f) Their employees deployed with AWES students' Mess do have their own arrangements for their food and beverages.
8. The CCS will change the CCS's Employee immediately on instructions from the First Party if the performance of that particular CCS's Employee is not acceptable or found physically / medially unfit and decision of the First Party is final and biding.
9. The catering Supervisor/Managers of Boys and Girls Messes of the Second Party/CCS shall report to the respective Registrars & HOA or their authorized official, at least once a week for the purpose of briefing/debriefing. He/she must carry out checking of catering personnel on regular basis.

Annexure VI (Contd)

10. The Second party/CCs shall maintain up to date record of CCS's employees as per the shops & Establishments act and will discharge all obligations under various labour laws Viz, EPF Act, ESI Act, Bonus Act, Workmen's Compensation Act, Contract Labour (Regulation & Abolition Act), etc or under any other stare/union Legislation in respect of CCS's Employees and shall produce these records for verification along with monthly bill of catering to both the Institutes or as and when demanded by the First Party.

11. The Second Party/CCD shall be responsible for all acts of commission and/or Omissions by its employees leading to loss and/or damage to First Party's employees and/or third parties and shall meet all liabilities arising out of such Omissions and/or Commissions.

12. All payments under this agreement shall be made to the second party/CCS by the respective Institutions (AIFD and AIHM & CT) on monthly basis through RTGS/NEFT in favour of the Second party/CCS within seven working days of receipt of the relevant bill from the CCS. In case of any discrepancy in the bill detected by the First Party, the payment will be released within seven working days after rectification of the bill.

13. **Second Party/CCS** shall be fully and absolutely responsible for the payment of salary and other statutory dues to CCS's Employees like salary/wages, bonus, arrears, overtime, employment/terminal benefit, compensation or other claims of whatsoever nature to CCS's Employees.

14. The CCS's Employees shall not claim any employment relationship with First party under any circumstances and obtain written undertaking from each of the their employees deployed with the First Party that he/she is a employee of the Second Party/CCS.

15. The **Second Party/CCS** hereby undertakes further that additional/excess payment over the contracted amount, which may arise due to extraneous reasons during the currency of this agreement, shall be borne by the **Second Party/CCS** alone.

16. The **Second Party/CCS** shall submit printed receipts for all the payments received from First Party, the CCS shall also furnish the proof of having paid the wages to the CCS's Employees engaged by them within one week of the disbursements of the wages to them and proof of having paid the statutory dues to the concerned authorities on quarterly basis. Non-payment of monthly wages by the CCS to the CCS's employee deployed with First Party will make this contract null and void and will result in termination of the deployment of CCS's employees with the First Party with immediate effect and the First Party will not be required to make any payment to the **Second party/CCS** thereafter.

17. The **Second party/CCS** shall pay rental charges towards utilization of mess premises (kitchen, washing area, dining hall, stores etc) Rs 40,000/- per month divided into Rs 20,000/- each to AIFD and AIHM & CT for girls mess and boys mess respectively. The same will be deducted from the monthly bill of the **Second Party/CCS**. In addition, Electricity charges as per actual consumption will be deducted from the **Second Party/CCS** at BESCO prevailing rates. The same will be deducted from the monthly mess bills. The contractor will also pay Rs 5,000/- as rental charges for usage of premises for Student Cafeteria in addition electricity charges as applicable on metered basis. Water charges will be fixed by AWES Campus.

Annexure VI (Contd)

18. In case of any mishap of whatsoever nature (minor/major/fatal including death during the course of their duty) sustained by **Second party/CCS's** Employees, the responsibility for meeting the medical/hospitalization expenses or of granting compensation, if any, on that count will be that of the **Second Party/CCS** and not of the First Party. If for any reason, compensations, costs etc., are paid by the First Party, on emergency requirement, the same shall be reimbursed by the **Second Party/CCS** to First Party without any demur within one month from the date of Demand by the First Party and upon failure of the **Second Party/CCS** to do so, the First Party shall have the right to adjust the monthly bills payable to the CCS towards the amount payable by the CCS till the entire dues are wiped off.
19. In the event of theft, pilferage, damage of property of the First Party or any other loss, the First Party shall report the matter to the local police first. The CCS agrees that in case of any loss of cash/materials/other properties of AIFD and AIHM & CT which may arise directly or indirectly due to absence or dereliction of duty or inattentiveness or negligence or collusion of the CCS's employee, such loss will be made good by the CCS and all liabilities arising out of such incidents will be fully met by the CCS. If the inquiry reports of the First Party and the CCS are conflicting on this point, it is agreed between the parties that the First Party's report shall prevail and be final. Such quantum of loss assessed and payable by the CCS shall be paid to First Party within a month of demand and upon failure of the CCS to do so, the First Party, without prejudice to other recovery measures either through Court of Law or otherwise, shall have the right to adjust the monthly bills payable to the CCS towards the amounts payable by the CCS till the entire dues are wiped off.
20. Neither the **Second Party/CCS** nor any of their Employees will have any claim against the First Party for any liability arising out of any commission / omissions caused by the their Employees while on duty.
21. **Second party/CCS** undertakes to submit a copy of License from licencing authority and FSSAI certificate for Kitchens of Boys Mess, Girls Mess and Students Cafeteria.
22. **Second Party/CCS** states and admits explicitly that the work assigned by First Party to it is not perennial in nature and the First Party has the right to terminate the assigned work, if in its assessment and opinion, the need for the assigned work ceases to exist.
23. **Second Party/CCS** shall ensure to submit annual returns to various Authorities and also ensure compliance of all the applicable laws, rules and regulations for which the **Second party/CCS** shall be solely responsible.
24. The First Party shall have the right to access all books, records and information relevant to the **Second Party/CCS's** employees deployed with the First Party and shall have the right to cause an inspection on the office & infrastructure and audit the books & records as relevant to the services provided to the First Party.

Annexure VI (Contd)

25. The **Second party/CCS** shall preserve all the data and documents pertaining to their employees deployed with the First Party for not less than three years and shall make them available to the First Party, if a need arises.

26. The **Second Party/CCS** shall not **sub-contract** the catering services provided to the First Party to any third party without the prior approval of the First Party.

27. The Food served by the **Second party/CCS** shall be of good quality and hygienic. The Registrar or his nominee may at any time take samples thereof free of cost, for the purpose of inspection and his decision regarding desirability or quality of the articles offered for consumption shall be final.

28. The Menu as prescribed in the RFP Annexure 28 shall have to be adhered to by the **Second party/CCS**. If owing to any development hereafter taking place adherence to that Menu is rendered difficult, the decision of the Registrar on any changes to be made in the Menu shall be binding on the **Second party/CCS**. Even otherwise, the Registrar or his nominees reserve the right to make changes in the Menu if felt necessary.

29. The menu raw material ingredient specification and brand to be used in the preparation of food shall conform to Food Quality specifications and as per quality/brand mentioned in RFP. Vegetables/fruits of good quality will be checked for is quality, daily/as and when brought in Campus. All crockery & cutlery which are issues from the Institute shall be kept available for inventory every month. (Plates, spoons, forks, knife, bowls, tray mats, small & large equipment etc.,

30. **Raw Material Ingredient Specification & Brands.**

STANDARD SERVING PORTIONS (per student)

- **Cooked rice:** ~200–300 g (1 cup)
- **Chapati dough (raw):** 120 g → 3 chapati
- **Dal / Curry:** 150 ml (1 cup)
- **Vegetable (dry):** 120 g
- **Non-veg gravy:** 150 g (100 g meat + gravy)
- **Egg:** 1 no (50–55 g)
- **Milk:** 120 ml
- **Tea/Coffee:** 120 ml

Annexure VI (Contd)**DAY-WISE & MENU-WISE MESS SERVING CHART BREAKFAST (Daily)**

Item	Quantity
Omelette	2 No
Bread	8 slices (140 g)
Butter / Jam	10 g
Tea / Coffee	120 ml
Milk	120 ml
Veg Cutlet	2 Nos (60 g each)
Cornflakes/Rice flakes/Dalia/Wheat flakes	30 g
Idli	3 nos (50 g each)
Sambar	150 ml (1 cup)
Chutney	40 g
Mini Methu Vada	2 No (30 g each)
Dosa/Uthappam	2 no (100 g batter)
Poha / Upma	200 g (1½ cups)
Poori/Mini Bathure	4 Nos (25 g each)
Aloo Gravy/Kurma/Chole	120 gms
Pav Bhaji	3 Buns with 120 gms of Bhaji
Bread Optional Day	3 slices

EVENING TEA & SNACKS (Daily)

Item	Quantity
Tea / Coffee	120 ml
Snack (Samosa / Bajji / Biscuit)	1 no / 60 – 70 g

LUNCH & DINNER

Item	Quantity
Rice (Boiled)	220 g
Dal	150 ml
Veg Masala/Poriyal/Sabzi	120 g
Chapati	3 nos (40 g dough each)
Curd	80 ml
Pickle	10 g
Buttermilk	150 ml
Chicken Curry	150 g (100 g chicken)
Paneer Gravy	50 g + 100 ml gravy
Egg Curry	2 eggs + 100 ml gravy
Curd	80 ml
Veg Briyani	250 g (1½ cups)
Raita	120 ml
Fryums/Papad	15 g
Chicken Biryani	300 g
Chicken (in biryani)	100 g
Sweet	50 g

- **Paneer – Brand Specification**

Paneer to be:

- **FSSAI-certified**
- **Minimum 20% fat**
- Fresh, vacuum packed

Approved Brands (any one):

- Mother Dairy
- Amul
- Heritage
- Nandini
- Milky Mist

Loose/unbranded paneer not permitted

- **Non-Veg Portion Size (Per Student)**

Item	Raw Weight
Chicken (with bone)	120–140 g
Egg curry	2 eggs / student

Cornflakes – Brand Specification

Approved brands:

- Kellogg's
- Bagrry's
- Nestlé
- **Individual sealed packs OR bulk pack with measured portion**
- **Max 30 g per student**
- **Biryani Rice Specification (For Biryani Menu)**
- **Only Basmati Rice**
- Preferred brands:
 - India Gate
 - Daawat
 - Kohinoor

- **Pest Control Frequency**
- **Once every month (mandatory)**
- Additional emergency treatment as required
- Agency must be **government-approved**
- Records to be maintained and produced on demand
- **Store-Keeping Guidelines**

- **Separate Dry Store, Cold Store & Vegetable Store**
- FIFO method strictly followed
- Daily issue register maintained
- Monthly physical stock audit
- Lockable store with restricted access
- **Vegetable Cutting Area Specification**
- Separate, physically demarcated area
- Food-grade cutting tables (SS 304)
- Separate knives/boards for:
 - Veg
 - Non-veg
- Continuous running water
- Proper waste disposal bins (covered)

- **Curd Quantity per Student**
- **80 ml per student**
- Brands:
 - Nandini
 - Amul
 - Heritage
- **Breakfast – Bread, Cornflakes & Milk**
- Bread: 4 slices / student
- Cornflakes: Individual pack (30 g) OR bulk with ladle control
- Milk: 100 ml boiled milk
- Milk brands:
 - Nandini
 - Amul

Approved Masala Brands (Any One / Combination)**Primary Preferred Brands**

- **MDH**
- **Everest**
- **Eastern**
- **Aachi**
- **Sakthi**
- **Additional Mandatory Conditions**
- Hygiene audits – **Quarterly**
- Medical fitness certificates for all staff
- Uniform, gloves, caps mandatory
- No outside food allowed inside kitchen
- Waste segregation – wet & dry
- CCTV coverage in kitchen & store areas

Ingredient Standardisation**Standard Recipe Format**

Each dish must have a documented recipe card mentioning:

- Dish name
- Portion size
- Ingredients with **exact quantities**
 - Especially biryani (rice, vegetables, paneer, non-veg portions per kg)

Preparation method

- Cooking time & equipment
- Yield

Ingredient Specifications

- Clearly specify **grade/quality** (e.g., Sona Masoori/Basmati rice, FSSAI-certified oil).
- Maintain **standard units of measurement** (kg, litres, grams).
- No substitution of ingredients without **Mess Committee approval**.

Roles & Responsibilities**Mess Manager**

- Oversee menu execution.
- Approve ingredient indents.
- Monitor hygiene, food quality and service.
- Ensure minimum wastage, proper cooking and timely service.
- Availability timings has to be mentioned & approved by the management.

Chief Chef & Asst Chef

- Follow standard recipes.
- Maintain consistency and portion control.
- Supervise assistant cooking staff.

Student Mess Committee

- Provide regular feedback.
- Coordinate with Mess Manager for improvements.

Campus stay for CCS Employees

- Staff members of CCS shall pay a nominal rent towards staying inside the campus.
- Employees should maintain the decorum of the Institute.

Responsibilities of the Mess Contractor

The food served in the Institute mess shall be of good quality, nutritious, and hygienic. The Registrar or his nominee shall have the right to take food samples at any time, free of cost, for inspection. The decision of the Registrar or his nominee regarding the quality and suitability of food shall be final and binding.

Quality of Raw Materials

- a) Cooking shall be done only in premium quality vegetable oil such as sunflower oil of reputed brands like Saffola, Sundrop, Fortune, Nature Fresh, etc., with prior approval of the Registrar/Mess In-charge.
- b) Standardized full cream or single-toned milk in poly packs of reputed brands such as Amul, Mother Dairy, KMF, or any other brand approved by the Registrar/Mess In-charge shall be used.
- c) Butter shall be of Amul/Mother Dairy or any other brand approved by the Registrar/Mess In-charge.
- d) Ice cream shall be of Amul, Mother Dairy, Kwality, Vadilal, or any other approved brand.
- e) Biscuits shall be of standard brands approved by the Registrar/Mess In-charge.

Annexure VI (Contd)

- f) Atta, suji, and besan shall be of premium quality brands such as Aashirvaad, Rajdhani, Shakti Bhog, or any other approved brand.
- g) Rice shall be premium quality steam rice or full-grain basmati rice of brands like Kohinoor, Lal Quila, or any other approved brand.
- h) Tea shall be of reputed brands like Brooke Bond, Taj Mahal, Lipton, Tata, etc., or any other approved brand.
- i) Coffee shall be of Nestle, Nescafe, Bru, Sunrise, or any other approved brand.
- j) Spices shall be of approved quality brands such as MDH, MTR, Everest, Catch, Rajdhani, Ramdev, Majithia, or any other brand approved by the Management.

Manpower and Hygiene

The Mess Contractor shall provide sufficient staff, including a skilled supervisor, cooks with helpers, utensil washers, and waiters. The number of workers may be increased depending on the requirement. All staff must be clean, healthy, and free from communicable diseases.

All staff working in the kitchen and dining hall shall wear approved uniforms, including caps, gloves, and dress, while on duty. Staff must be well-behaved, sober, and courteous. The cost of uniforms and their washing shall be borne by the Mess Contractor.

Equipment and Utensils

The Mess Contractor shall arrange all required cutlery, crockery, utensils, cooking vessels, gas stoves, dosa plates, bulk cookers, mixers, grinders, deep freezers, tea/coffee dispensers with separate containers, and any other equipment required as per the menu. All cooking will be done in stainless steel utensils.

The Mess Contractor shall be responsible for any loss or damage to furniture, fittings, utensils, crockery, cutlery, or other items provided by the Institute, except normal wear and tear. Breakage or loss beyond 5% per year will be recovered from the contractor, as assessed by the Mess Committee.

Fuel, Electricity, and Charges

The Mess Contractor shall use LPG/PNG for cooking. Use of charcoal, firewood, or any other fuel shall be permitted only with prior approval of the Institute. The cost of LPG/PNG, including transportation, shall be borne by the Mess Contractor.

If electricity is used for cooking or warming food, the electricity charges shall be paid by the Mess Contractor based on actual consumption.

Cleanliness and Waste Disposal

The Mess Contractor shall maintain the mess premises, kitchen, and dining hall in a clean and hygienic condition as per State health bylaws. Any penalty imposed by health authorities due to non-compliance shall be borne by the contractor.

Proper garbage bags shall be provided, and disposal of catering waste outside the Institute premises shall be done daily by the Mess Contractor.

Mess Committee

A "Mess Committee" shall be constituted by the Institute to supervise the mess operations. Separate committees shall function for both Institutes. The committee shall:

- (a) To finalize the Menu for food items.
- (b) To supervise the quality of items purchased and cooked.
- (c) To supervise catering.
- (d) To supervise maintenance of hygiene and cleanliness including pest control. Pest control by contractor every month is mandatory.
- (e) To conduct inspection of the place where the caterer is presently serving for short listing.

The decisions of the Mess Committee shall be binding on the Mess Contractor. The Institute reserves the right to modify, cancel, or reconstitute the Committee at any time.

Food Service and Timings

The Mess Contractor shall serve meals as per the following schedule:

- Breakfast : 7.15 AM – 8.30 AM
- Lunch : 12.15 PM – 1.45 PM
- Evening tea/coffee with snacks/biscuits: 4.30 PM – 5.00 PM
- Dinner : 7.15 PM – 8.45 PM

The Mess Committee shall decide which items are limited or unlimited (such as chicken, paneer, sweets, curd, aloo paratha, uttapam, omelette, vada, etc.).

On special occasions, the Mess Contractor shall provide tea, coffee, snacks, lunch, or dinner for the Institute or guest house as required, without charging for table service. The cost of camphor, chef-in-dish materials, and paper napkins shall be borne by the Mess Contractor.

Catering Services Add-On Guidelines

As an add-on, the following additional provisions shall be implemented with immediate effect to ensure quality, standardization, and efficient utilization of facilities:

- **Procurement of Branded Items**
 - Curd shall be procured **only in branded bulk packs**, preferably in **10-litre or 20-litre cans**, ensuring quality and hygiene.
 - Only **branded pickles** shall be used for meal service.
 - **Butter (25 gms)** and **cornflakes (25–35 gms)** shall be provided **only in sachet packs**, strictly as per the approved menu.
- **Utilization of Cafeteria Facilities**
 - The cafeteria shall be **utilized daily** for **tea and snack services** on a **chargeable basis** for students.
 - During the **morning break time**, CCS may conduct a **trial run for 7 days**, keeping a **minimum number of servings**.
 - Based on observation and demand during the trial period, the service may be **continued or revised** accordingly.
- **Approved Rates for Cafeteria Services**
 - Tea / Coffee: **₹10 per cup**
 - Chips / Tetra Pack Juice: **₹10 per unit**
- **Sunday Brunch Arrangement**
 - **Every Sunday**, brunch shall be served instead of breakfast and lunch.
 - **Timing:** 1000 hrs to 1130 hrs
 - **Approved Brunch Menu:**
 - Masala Dosa – 1 No
 - Veg Noodles – 1 Cup
 - Veg Manchurian – 1 Cup
- **Operational & Cleaning Arrangement**
 - The brunch timing has been structured to ensure sufficient time for CCS to carry out **thorough cleaning of both Boys' and Girls' messes**.
 - **Sunday dinner (Biryani)** shall be prepared **in one mess only**, on a **rotational basis**.
 - This arrangement will allow **alternate-week deep cleaning** of each mess without disruption to food service.

- **QTK (Quantity Training Kitchen) Operations**

- **The QTK shall be functional for 24 occasions in a semester.**
- **All items required for QTK operations shall be provided by the contractor** at no additional cost to the institute.
- **Every week, one Chef from AIHMCT shall be nominated as In-charge** to oversee QTK operations, quality, hygiene, and portion control.

These additional guidelines are intended to enhance service quality, operational efficiency, hygiene standards, and optimal utilization of facilities. CCS is expected to comply with the above provisions in letter and spirit.

31. The Contractor shall provide sufficient workers for the mess comprising of Skilled Supervisor, Cook with helpers, workers for washing utensils, and waiters with the provision to increase according to number of employees & requirement. They should be certified medically fit every month by a Doctor.

The minimum man power required to be provided by CCS in each Boys & Girls Mess separately will be as follows for each eight hour shift as per Labour Laws :-

- | | |
|---------------------------------|--------------------------------------------------|
| (a) Manager | - One for AWES Campus |
| (b) Supervisor | - One each for Girls (Lady) and Boys Hostel. |
| (c) Chief Chef | - One/Two Chief Chef each depending on strength. |
| (d) Assistant Chef | - Two each or more depending on strength. |
| (e) Service Staff | - Four each (Ladies for Girls Mess) |
| (f) Utensils Cleaner/Veg cutter | - Two each |
| (g) House Keeping Staff | - Two each or more to maintain cleanliness |

32. The workers in the kitchen and dining hall should be clean, healthy and free from any disease. The contractor shall ensure that waiters and workers are in uniform (Hand Gloves, Caps & Dress etc.), while on duty, as approved by the Registrar, and that they are civil, sober and honest in their dealings with the employees and guests of the Institutes. The cost of supply and washing uniforms etc. will be borne by the Contractor.

33. The Contractor will bring the cutlery, crockery, Gas Stove, Dosa Plate, Bulk Cooker, Containers for cooking, mixers, Grinder, Deep Freezer, Tea-Coffee Dispenser with separate containers for Tea & Coffee (no. of unit as per requirement) and other equipment required as per menu and Utensils (limited kitchen equipments will be provided by Institutes).

34. The Contractor shall use the LPG cooking range and other similar Equipments to be provided by him. The use of charcoal, firewood, coke or fuel of any kind shall be done only with the prior permission of the **First Party**. The Contractor has to bear the cost of LPG fuel (including transportation cost) and cost of fuel for chef-in dishes.

35. The Contractor shall be responsible to keep the premises allotted to him neat, clean and tidy in accordance with the health bye-laws of the State and shall be liable to bear any penalty imposed by those authorities in the event of his failure to comply with their by-laws.

36. A committee known as "Mess Committee" (which shall also include the Contractor or one of his representative) shall be constituted by the Institute to Supervise the Canteen as decided from time to time. Both the institutes will have separate committees to monitor the canteen. The functions of the committee shall be as under:

- (a) To finalize the Menu for food items.
- (b) To supervise the quality of items purchased and cooked.
- (c) To supervise catering.

- (d) To supervise maintenance of hygiene and cleanliness including pest control. Pest control by contractor every month is mandatory.

- (e) To conduct inspection of the place where the caterer is presently serving for short listing.

37. The Committee will direct the contractor to take such action as deemed necessary. The majority opinion of the Committee on all matters will be binding on the Contractor. The composition of the Committee will be decided by the Institute. The Institute will have the right to modify, alter, cancel any decision of the Committee and also have the right to reconstitute the Committee.

38. Any worker or representative of the Contractor in the premises of Institute shall be liable for suspension or dismissal by the Contractor on the direction to that effect by the Registrar of the Institute for disobedience or misconduct and the Contractor shall accept the direction of the Registrar of the Institute in this respect as final and binding. The registrar of the Institute shall not in any way, be liable in respect of any claim for compensation of damages made by the affected workers or representative(s) and the Contractor shall keep the Registrar of the Institute indemnified.

39. On special occasions contractor to serve tea/coffee/snacks, lunch and Dinner in the institute/guest house during day/night hours (if required) as per the menu and the rate to be fixed by the **First party**. The Contractor shall not levy or receive any charges for table service. Cost of camphor light material for chef-in-dishes and paper napkins to be provided, will have to be borne by the contractor. The staff, students and other members of the staff of the Institute shall be entitled to use the canteen for consumption of food and refreshments brought by them from outside.

40. Mess committee will decide on the unlimited and limited items to provide. (Viz Chicken, Paneer, sweets, curds, Aloo Parata and fried items like Vada etc)

41. The Contractor shall provide and maintain the hygienic condition of the Dining hall, kitchen & food containers for Raw material/Vegetables. To dispose of waste material of food, big garbage bags shall be provided by the contractor. The disposing of the garbage related to catering out of Institute is also the responsibility of Contractor on daily basis.

42. Institute mess will be functional for 11 months in a year. During the university vacation mess will be closed. Messing charges will be actual. If any student proceeds on leave or training or outstation visits or admitted in hospital for one day or more, no messing charges will be charged to the students for the period of absence.

43. The Security Deposit of Rs 10 Lakhs (Rupees Ten Lakh only) deposited with AIFD will be refunded to the Contractor on satisfactory performance of the services and on completion of all obligations by the Contractor under the terms of the contract, and on submission of an absolute "No Demand Certificate" from the concerned RPFC or any Authority designated under the EPF & MP Act-1952 regarding due and correct deposit of EPF of the employees engaged by him for the contract period and on return of goods/Articles in good condition or any property belonging to the Institute which may have been issued to him subject to such deductions from the Security as may be necessary for recovering the Institute claims against the Contractor. The Institute will not be liable for payment of any interest on the Security Deposit.

44. This Agreement can be terminated by either Party at 90 (Ninety) days notice in writing. However, if the First Party terminates this Agreement/Contract due to the CCS violating any of the terms of this agreement or due to non-performance of the terms of this Agreement or due to any negligence on the part of the CCS or CCS's Employees, the First Party shall not be required to give any notice and the Agreement shall stand terminated on the date following the day on which the CCS receives, from the First Party, the intimation about such violation or non-performance or negligence.

Penalty clauses

45. The following penalty charges will be levied on the CCSs for under mentioned clauses/default/short coming:-

- (a) Food quality is not up to the standard.
- (b) Use of low-quality raw materials, ingredients, meat and vegetables.
- (c) Improper grooming of staff members, not putting on uniform, gloves, head cap.
- (d) Maintaining the mess/kitchen/Dining area in unhygienic way.
- (e) Shortage of food.
- (f) Shortage of staff.
- (g) Food will be cooked separately in Boys & Girls mess.
- (h) Pest control not carried out every month.
- (j) Not having valid Trade Licence from BBMP and not having valid FSSAI Certificate separately for Boys Mess & Girls Mess under FSSAI Act.

46. Following penalty will be applicable:-

SL	Nature of Default	Penalty
(a)	Poor food quality / valid complaint	₹2,000 per incident
(b)	Non-adherence to approved menu	₹1,000 per instance
(c)	Late serving of meals	₹1,000 per meal
(d)	Absence of key kitchen staff	₹1,500 per person/day
(e)	Hygiene lapse observed	₹2,000 per incident
(f)	FSSAI / Health notice/ Monthly Medical Fitness Certificate	₹10,000 Per Month + rectification
(g)	Food poisoning / safety issue	Immediate termination + legal action
(h)	Repeated complaints (3 in a month)	2% deduction of total monthly bill (Boys plus Girls Mess)
(j)	Waste mismanagement	₹1,000 per instance

Force Majeure

47. If the performance by either party of any of its obligations under the contract/agreement is prevented, restricted or interfered with by reason of fire accident, flood, war or any law, or regulation of any government, or any act or condition whatsoever beyond the reasonable control of both party (each such event shall be called a " Force Majeure event), then such party shall be excused from such performance to the extent of such prevention, restriction or interference, provided, however, that such party shall give prompt notice within a period of 90 (ninety) days from the date of the Force Majeure occurrence and providing a description to the party of such force majeure in such notice, including a description, in reasonable specificity, of the cause of the Force majeure and provided further that such party shall use reasonable efforts to avoid or remove such cause of non – performance and shall continue performance hereunder whenever such causes are removed. The Force Majeure conditions will be applied to both the parties during the contract period of "Providing Catering Services to AWES Campus" as per the law of the land.

48. If a force majeure event renders use of any part of the Premises difficult for a period in excess of 90 (Ninety) days, the second party shall be entitled to treat the agreement in respect of the premises as terminated and seek return of the Security Deposit.

Annexure VI (Contd)

49. In consideration of the services as stated herein above, First Party agrees to make following payment for each Catering person inclusive of all taxes/rates/charges/manpower cost and after deducting TDS (as applicable) to CCS for each completed month of services or pro-rata thereof :-

- | | | | |
|-----|----------------------|------------|--------------------|
| (a) | Breakfast | - Rs _____ | Per Person Per Day |
| (b) | Lunch | - Rs _____ | Per Person Per Day |
| (c) | Evening Tea & Snacks | - Rs _____ | Per Person Per Day |
| (d) | Dinner | - Rs _____ | Per Person Per Day |
| (e) | Total Per Day | - Rs _____ | Per Person Per Day |

50. We the above noted parties have signed this deed of agreement after having understood the contents of this deed on the date and place mentioned above.

(Sig with stamp of First party)

(Sig with Stamp of Second party)

Witness 1

Witness 2

Signature, Name & Address

Signature, Name & Address

Annexure VII
(Ref Para 19 of RFP)

UNDERTAKING BY THE CCS

1. I / We have read the instructions appended to the performa and I / We understand that if any false information is detected at a later date, any contract made between ourselves and AWES (AIFD and AIHM&CT), Bangalore on the basis of the information given by me/ us can be treated as invalid by AWES Campus Bangalore and I / We will be solely responsible for the consequence.
2. I / We agree that the decision of AWES or its representative, Bangalore, Kothanur post, Bangalore – 560077 in selection of CCS will be final and binding to me / us.
3. All the information furnished by me / us above here is correct to the best of my / our knowledge and belief.
4. I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and / or in the accompanying sheets.

Place :

Date :

SIGNATURE:

Name & Designation & seal of the Company