ALL INDIA INSTITUTE OF MEDICAL SCIENCES, REWARI
(AIIMS REWARI)

TENDER DOCUMENT

Name of Work: Tender for Hostel Mess and Cafeteria Services at AIIMS Rewari

NIT No.: AIIMS/Rewari/Hostel-Mess/2026-27/01

Administrative Office, AYUSH Block
All India Institute of Medical Sciences (AIIMS), Rewari
Rewari, Haryana
Email: tender@aiimsrewari.edu.in
Website: https://aiimsrewari.edu.in/

INDEX

Table of Contents for the Tender Document:

Sl. No.	Description / Section Name	Page No.
1.	Notice Inviting Tender (NIT)	4
2.	Scope of Work	4
3.	Earnest Money Deposit (EMD)	5
4.	General Terms & Conditions	5-8
5.	Qualifying Requirements & Eligibility Criteria	9
6.	Technical Bid Checklist	10
7.	Legal Terms and Conditions	11-12
8.	Penalty Clause	12
9.	Other Terms and Conditions (Arbitration, Force Majeure, Payment Terms)	13-14
10.	Mess Timings	15
11.	Annexure-I: Technical Bid	16
12.	General Structure of the Mess Menu	17
13.	Brands of Consumables Permissible in Hostel Mess Services	18
14.	Cafeteria Menu & Maximum Price List	19
15.	Annexure-II: Financial Bid	20
16.	Annexure-III: Proforma of Performance Bank Guarantee	21-22
18.	Annexure-III: PERFORMANCE CERTIFICATE FOR MESS SERVICES	23

All India Institute of Medical Sciences, Rewari

TENDER INFORMATION SHEET

Particulars	Details
Name of Work	Hostel Mess and Cafeteria Services at AIIMS Rewari
NIT No.	AIIMS/Rewari/Hostel-Mess/2026-27/01
Estimated Strength	Initially 50 students (Subject to variation)
Allocated Space	Approx. 56.10 sq. meters in Night Shelter Building
Earnest Money Deposit (EMD)	Rs. 1,08,000/- (Rupees One Lakh Eight Thousand Only)
Performance Bank Guarantee	Rs. 2,70,000/- (Rupees Two Lakh Seventy Thousand Only)
Fixed Monthly License Fee (Rent)	Rs. 22,159/- (Exclusive of utilities)
Period of Contract	1 Year (Extendable by 1 additional year based on performance)
NIT Issue Date	16/08/2026
Last Date & Time of Submission	26/08/2026 up to 03:00 PM
Date & Time of Bid Opening	26/08/2026 at 03:30 PM
Place of Submission/Opening	Administrative Office, AYUSH Block, AIIMS Rewari
Bid Validity	180 days from the date of closing of the Bid

NIT No.: AIIMS/Rewari/Hostel-Mess/2026-27/01

Administrative Office, AYUSH Block
All India Institute of Medical Sciences (AIIMS), Rewari
Rewari, Haryana
Email: tender@aiimsrewari.edu.in
Website: https://aiimsrewari.edu.in/

All India Institute of Medical Sciences, Rewari

All India Institute of Medical Sciences (AIIMS), Rewari, Haryana, invites bidders for running of Hostel Mess Services cum cafeteria at AIIMS Rewari. You are requested to quote your best offer along with the complete details of specifications, terms & conditions. Bids should be sealed and super-scribed with Bidder name, number and address to:

"The Tender Office/Mess Committee"
All India Institute of Medical Sciences, Rewari

The sealed bids should reach the Institute, latest by 26/08/2026 at 03:00 PM and it will be opened on 26/08/2026 at 03:30 PM in the tender office_, AIIMS Rewari in the presence of the bidder(s) or their authorized representative(s), who will present at the scheduled date and time.

Scope of Work:

1 The Institute requires contractor(s) to run Hostel Mess Services at AIIMS Rewari to cater for the needs of the students, residents, faculties, staff and visitors attending the Institute.

2 The expected initial strength of the mess is 50 students for the academic year; however, the actual authorized membership may vary. Please note that there is no minimum membership guarantee unless expressly approved.

3 Strict adherence to the timings and general mess menu shall be maintained as determined by the Mess Committee. For cafeteria/extra items, the Contractor/Service Provider must strictly abide by the 'Daily Menu for Cafeteria' list, ensuring that the prices charged do not exceed the maximum rates prescribed in this tender document.

Deputy Director (Admin)
AIIMS Rewari

Terms & Conditions:

General Conditions:

1. **Preparation and Submission of Tender:**
   The Bid shall be submitted in two distinct parts, namely Technical Bid and Financial Bid. The bidder shall seal each bid in a separate envelope, clearly marked as "Technical Bid for Hostel Mess cum Cafeteria Services" and "Financial Bid for Hostel Mess cum Cafeteria Services", respectively. Both sealed envelopes shall thereafter be placed inside one larger sealed envelope, duly superscribed as "Bid for Hostel Mess cum Cafeteria Services", along with the copy of the tender document and all addenda/corrigenda, wherever applicable. Every page of the bid documents and supporting documents shall be duly signed and stamped by the authorized signatory.
   The sealed bid shall be submitted by the bidder either by hand/physically or through post/courier, so as to reach the following address on or before the stipulated date and time:
   Administrative Office, AYUSH Block
   All India Institute of Medical Sciences (AIIMS), Rewari
   Rewari, Haryana

   Bidders who intend to submit their bids physically may deposit the sealed bid documents in the Tender Box kept at the above-mentioned address during the prescribed submission period. The Tender Box shall be kept available for receipt of bids up to the specified closing date and time.

   The bidder shall be solely responsible for ensuring that the sealed bid reaches the above-mentioned office/Tender Box within the prescribed date and time. Bids received after the stipulated closing date and time shall not be considered. The Tender Box shall be opened by the duly constituted Tender/Mess Committee at the scheduled time of bid opening, in accordance with the provisions of the tender document. The Financial Bid shall be opened only in respect of bidders who are found technically qualified, as per the terms and conditions of the tender.

   AIIMS Rewari shall not be responsible for any delay, loss or non-receipt of bids sent through post/courier or any other mode. Submission of a bid shall constitute unconditional acceptance by the bidder of all the terms and conditions contained in the tender document.
2. **Earnest Money Deposit:**
   The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs. 1,08,000.00 (One lakh eight thousand Only) by way of demand drafts/ Bank Guarantee only. The demand drafts shall be drawn in favour of "All India Institute of Medical Sciences, Rewari". The demand drafts for earnest money deposit must be enclosed in the envelope containing the technical bid. The EMD of unsuccessful bidder(s) shall be returned without interest at the earliest and, in any case, within 30 days of award of the contract, while the EMD of the successful bidder shall be returned without interest after submission of the prescribed Performance Security and execution of the agreement. Bid(s) received without demand drafts of EMD will be rejected.
3. **Period of Contract:** The contract period shall commence on the date of Commencement and shall remain valid for a strict duration of one year. The contract is extendable by one additional year, strictly subject to the satisfactory performance of the contractor and at the discretion of the competent authority. No claims whatsoever on account of increase in the rate of material to be used and other factors such as statutory payments, etc., shall be entertained and it will be the

responsibility of the contractor to bear such other expenses.

4. All the Technical Bidder will be scrutinized, by the Mess committee to check all relevant documents for their authenticity and the Bidder whose Technical Bidders are accepted will be informed about the date and time for visit of Mess Committee at their currently running sites.

5. The work order will be awarded to the lowest evaluated responsive bidder (L1) among the technically qualified vendors.

6. No Bidder will be allowed to withdraw after submission of the Bidders within the bid validity period, otherwise the EMD submitted by the Bidder firm would stand forfeited.

7. In case the successful Bidder declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.

8. A formal contract between Contractor & AIIMS Rewari shall be entered into with the successful Bidder. In this contract, the successful Bidder shall be defined as contractor.

9. The successful Bidder will have to deposit a Performance Bank Guarantee of Rs. 2,70,000.00 (Rupees Two Lakh Seventy Thousand only) by way of Bank Guarantee of scheduled bank in favour of AIIMS, Rewari as per the prescribed format attached as Annexure -IV payable at Rewari valid for 60 days beyond the expiry period of contract.

10. The successful Bidder will have to deposit the Bank Guarantee or FDR and commence the work within 15 days of acceptance of Bidder otherwise the contract may be cancelled and EMD will be forfeited.

10. Each page of the Bid documents and papers submitted along with should be numbered, signed and stamped by the authorized signatory in acceptance of the terms and conditions laid down by the Mess Committee, AIIMS, Rewari. The Mess Committee, AIIMS, Rewari reserves the right to reject all or any Bidder in whole, or in part, without assigning any reasons thereof.

11. Intending Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their Bidders to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their Bidder. A Bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of Bidder by a Bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done.

12. All Bidders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate put forth by the Bidder shall be summarily rejected.

13. The Bidder is liable to exclusion from consideration if:

Any attempt at negotiation direct or indirect on the part of the Bidder with the authority to whom he has submitted the Bidder
Or the authority who is competent finally to accept it after he has submitted his Bidder
Or any endeavor to secure any interest for an actual or prospective Bidder
Or to influence by any means the acceptance of a particular Bidder.

14. The successful bidder/contractor will be required to enter into an Agreement/ Contract.

15. The services will be provided to the Institute' Mess at the fixed rate.

16. The Mess will run on all days including Sundays and Holidays.

17. The timings and working days of the Mess will be regulated by the mess committee.

18. The contractor will be responsible for maintaining adequate number of persons engaged in cooking distribution of food and disposal of garbage and left over food.

19. The contractor shall bear the cost, if required, for necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to Mess AIIMS. He shall assure Mess Committee against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which Mess Committee may be party or involved because of the contractor failure to comply and of the obligation under the relevant act law, which the contractor is to follow.

20. Police verification and worker's identity cards will be compulsory before taking the charge of Mess. Employees will be in proper uniform provided by the contractor, medically found fit, hygienically suitable, nails trimmed, haircut and shave taken. The conduct/characters/antecedents and proper behaviour of the workers in the Mess shall be the sole responsibility of the contractor.

21. The bearer / staff (not below the age of 18 years) employed by the contractor shall have to be medically fit, neat and clean. The contractor shall not employ young children as prohibited under the law / rules / regulations.

22. The contractor and his employees would be governed by the discipline rules as may be laid down by the Institute while they are in the Institute premises.

23. The contractor will make his own arrangement for cooking utensils, crockery, cutlery, cooking gas, glasses and other kitchen equipment. Disposable good quality paper made items (FSSAI grade) for tea etc. shall be allowed (not of plastic material).

24. Commercial cylinders, refilling of commercial cylinders and procurement of good quality provisions and other consumables is the responsibility of the contractor. The contractor will use only commercial cylinder and ISI marked gas stove for cooking.

25. The responsibility of maintaining the cleanliness and hygienic condition of the Mess and proper disposal of waste will be of the contractor, at his own cost.

26. The contractor shall, at his cost, maintain adequate stocks of food grain, grocery etc., and adhere to the standards as prescribed by the Mess Committee.

27. Vegetarian and Non Vegetarian food will be cooked and served separately.

28. Quality of food/services provided will be inspected/checked from time to time and if found unsatisfactory, the Mess Committee reserves the right to impose a fine, if deemed necessary.

29. Dining hall furniture will be provided by Institute. Upkeep of all items provided by the Institute shall be the sole responsibility of the contractor. Additional expenses on repairs and maintenance of equipment, if any, shall be borne by the contractor.

30. The Institute shall provide a designated initial area of approximately 56.10 square meters for the operation of the Hostel Mess and Cafeteria, located in the Night Shelter Building at the AIIMS Rewari campus. This allocated area for mess operations is assessed in accordance with the standard reserve rent of ₹395/- (Rupees Three Hundred Ninety-Five only) per square meter per month. The Contractor is strictly prohibited from expanding operations, altering the premises, or encroaching beyond this designated space without prior formal authorization

31. For the allocated premises, the successful Contractor shall be obligated to pay a fixed monthly license fee (rent) of ₹22,159/- (Rupees Twenty-Two Thousand One Hundred Fifty-Nine only) to AIIMS Rewari. This fixed monthly license fee is mandatory and is completely exclusive of utility charges. Electricity and any other utility charges shall be borne by the Contractor as per actual consumption, billed at the prevailing tariff rates of AIIMS Rewari, and must be remitted within the stipulated timelines.

32. In the event that operational utility and requirements necessitate an increase in the designated cafeteria and mess area beyond the initially allocated 56.10 square meters, such expansion shall strictly be subject to the prior written approval of the Mess Committee and the Competent Authority. Upon formal approval and allocation of any additional space, the fixed monthly license fee shall be proportionately enhanced. This revised monthly rent shall be calculated based on the actual total area provided to the Contractor, strictly applying the approved standard reserve rate of ₹395/- per square meter per month, or the revised standard reserve rate as applicable at the time of such expansion.

33. Electricity charges and water charges shall be paid by contractor as per actual consumption on the prevailing rates of AIIMS Rewari.

34. The contractor shall be responsible for ensuring safety and maintenance of all the equipment/fixtures installed/provided by the Institute, during the entire period of the contract. If any damage/loss of equipment/fixtures found, then the same will be recovered from the contractor. The contractor shall take adequate fire precautions.

35. The Bidder will be provided with the space and infrastructure like tables, chairs, lights, fans, water coolers and water supply. Civil and Electrical works will be attended by Institute.

36. The successful Bidder shall not sub-let the premises either in whole or in part. No additions or alterations of the premises will be made without permission of the Institute. No bathing and washing of clothes etc. will be allowed in the Mess.

37. Cleaning and Housekeeping of Kitchen and dining area, will be the sole responsibility of the contractor. Cleaning of Utensil, Cutlery, Crockery, and Kitchen Equipment furniture will also be the sole responsibility of the contractor. Contractor will maintain full cleanliness and hygienic conditions in the canteen.

38. The contractor shall attend the monthly meeting of the Mess Committee failing which penalty as deemed fit by the Mess Committee will be imposed.

39. Quality of materials and preparation: The Bidder shall ensure that: Food items, ingredients, vegetables, bread, dairy products, chicken, meat, and other perishable materials shall be of the best quality available in the market and should be purchased fresh.

40. The Bidder shall take meticulous care to provide clean and quality food in all preparations,
The food items decided by the Mess Committee should be invariably followed. The committee members shall have free access to inspect the kitchen, service counters and dining hall at any time on any working day, and Waste and garbage disposal must be done twice a day on regular basis.

41. The Bidder shall ensure that either he himself remains present during services to the students or one of his responsible supervisors remains present.

42. The Bidder shall ensure that the staff engaged by him observes safety precautions and security regulations at the campus.

43. The Bidder shall not utilize the premises and facilities of the Institute to cater any other client, other than AIIMS, REWARI students, residents, faculties, staff and visitors attending the Institute.

A. Qualifying Requirements:-

1. The bidder must possess a valid FSSAI (Food Safety and Standards Authority of India) License applicable for operating catering or mess services in the State of Haryana.

2. The firm/agency should have at least three years' experience in the field of Mess Services in Hospitals/Universities/Government of India organizations during the last three years, with experience of serving approximately 500 persons or more in an organization.

3. A satisfactory performance certificate from the organization or agency where the mess services were provided must be submitted as proof of experience (Format Enclosed as Annexure -IV).

3. A firm having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force shall also not be eligible.

4. Bid should be complete, covering the entire scope of job and should confirm to the General, and Special Conditions indicated in the bid documents. Incomplete and non-confirming Bidder will be rejected outright.

5. No Joint Venture/ Consortium is allowed to participate in the Bidder Process.

6. Bidder should submit an undertaking on firm's letterhead in this regard.

7. List of the present contract with public and private institutes.

8. Certificate for registration with income tax, GST, PF, ESI, Labor License and any authority applicable for the last three years.

9. **Authority of person signing document: -** A person signing the Bidder form or any documents forming part of the contract on behalf of another shall be deemed to warranty, that he has authority to bind such. If, on enquiry, it appears that the person so, signing had no authority to do so, the Mess Committee, AIIMS Rewari may without prejudice to other Civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.

10. **Validity:** The quoted rates must be valid for a period for **180 days** from the date of closing of the Bidder. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

11. In case the Bidder withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original Bidder.

12. Bidders are required to carefully fill out the following Technical Bid Checklist and submit it as the **first page** inside the "Technical Bid" envelope. Bidders must ensure that all listed documents are enclosed, properly signed, and stamped. Please indicate compliance by writing 'Yes' or 'No', in the appropriate column and clearly mention the corresponding **Page Number(s)** of the attached documents for quick reference. Failure to submit any of the mandatory documents or incomplete submissions may result in the summary rejection of the bid.

CHECKLIST			
Sl. No.	**Technical Eligibility / Qualification Requirement**	**Compliance (Yes/No)**	**Page No. of Supporting Document**
1	The bidder must possess a valid FSSAI (Food Safety and Standards Authority of India) Licence applicable for operating catering/mess services in the State of Haryana.		
2	The firm/agency should have at least three years' experience in the field of Mess Services in Hospitals/Universities/Government of India organizations during the last three years, with experience of serving approximately 500 persons or more in an organization.		
3	A satisfactory performance certificate from the organization or agency where the mess services were provided must be submitted as proof of experience. (Format Enclosed as Annexure -IV)		
4	The firm/agency must have an average annual turnover of Rs. 1 Crore during the last three years in Mess Services and should have experience in the field of Mess Services.		
5	A firm having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company), or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force, shall not be eligible.		
6	The Bid should be complete, covering the entire scope of work and should conform to the General and Special Conditions indicated in the Bid Documents. Incomplete and non-confirming Bid shall be rejected outright.		
7	No Joint Venture/Consortium is allowed to participate in the Bidder Process. Bidder should submit an undertaking on firm's letterhead in this regard.		
8	List of the present contracts with public and private institutes.		
9	Certificate for registration with Income Tax, GST, PF, ESI, Labour License and any authority applicable for the last three years.		
10	Authority of person signing document: A person signing the Bid or any document forming part of the contract on behalf of another shall have authority to bind such firm/agency. In case of lack of authority, action may be taken as per the NIT.		
11	Validity: The quoted rates must be valid for a period of 180 days from the date of closing of the Bid. The overall offer and quoted price shall remain unchanged during the validity period.		
12	In case the Bidder withdraws, modifies or changes his offer during the validity period, the Bid is liable to be rejected and EMD shall be forfeited as per the NIT.		
13	The Bidder shall be ready to extend the validity, if required, without changing any terms, conditions etc. of the original Bid.		
14	The bidder has submitted the Technical Bid in the prescribed format and furnished all documents required under the NIT.		
15	The bidder has accepted all General Conditions and Special Conditions of the Bid Documents without deviation.		

B. Legal Terms and Conditions:-

1. The Bidder should make sure that his work should be as per the guidelines laid by **FSSAI (Food Safety and Standards Authority of India)**

2. It is responsibility of the Bidder to undergo through the **Food Safety Audit** as conducted by FSSAI from time to time to check compliance with the standards of food safety and hygiene prescribed under Schedule 4 of the Food Safety and Standards (Licensing and Registration of Food Business) Regulation, 2011 in the premises of canteen in mess building at AIIMS, Rewari.

3. The Bidder/Agency shall deploy at least one dedicated Food Safety Supervisor at the mess premises to ensure strict compliance with food safety and hygiene standards. The nominated supervisor must be formally trained and hold a valid certification under the FSSAI FoSTaC (Food Safety Training and Certification) programme.

4. The Bidder and his staff shall abide by various rules and regulations of AIIMS, REWARI as prevalent from time to time.

5. The Bidder shall comply with all existing labour legislations and Acts, Provisions, such as Contract Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the Bidder in respect of non-compliance of any labour legislation in force during the validity of the contract, the Bidder would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.

6. The approved model of this agreement is strictly a Service Contract. The institute premises allocated to the Contractor are provided solely and exclusively for the performance of the hostel mess and cafeteria services outlined in this tender. This arrangement constitutes a mere license to use the designated space and shall under no circumstances be construed to create any tenancy, lease, sub-lease, or right of ownership in favor of the Contractor. Upon termination or expiration of this contract, the Contractor must immediately vacate the premises and hand over peaceful possession back to the Authority.

7. The Bidder shall submit to Mess Committee, AIIMS, REWARI a list of all workers engaged to carry out the catering work, indicating name, age, home address, qualifications, etc, and would intimate as and when any change takes place. The Bidder shall not at any time engage any minor to carry out the work under the contract.

8. The Bidder shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.

9. Mess Committee, AIIMS, REWARI would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of AIIMS, REWARI rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Bidder or his staff. The decision of AIIMS, REWARI's management in this regard would be final and binding on the Bidder. In such an event, Mess Committee, AIIMS, REWARI shall have the right to engage any other Bidder to carry out the task.

10. The Bidder and his staff shall comply with all instructions and directions of the Mess Committee, AIIMS REWARI authorities given from time to time. In the event of any emergent situation, the staff of the Bidder shall comply with instructions given by the Mess Committee, AIIMS, REWARI authorities, without waiting for confirmation by the Bidder.

11. All the workers engaged by the Bidder for carrying out tasks under this contract, shall be deemed to be the employees of the Bidder only. The Bidder shall be solely responsible for their wages, fringe benefits, conduct, duty roster, leave-records, relievers, etc. The Bidder shall also provide its Workers photo-identity cards which shall be checked by the Mess Committee, AIIMS, REWARI, as and when necessary.

12. The successful vendor shall maintain a complaint book in a prominent place in the premises and in such a way that it is easily accessible to any person who wishes to record any complaint and the said book shall be open for inspection by the Mess Committee of AIIMS, Rewari.

13. The Contractor shall maintain and provide all necessary documentation, registers and records in connection with the performance of canteen according to **FSSAI (Food Safety and Standards Authority of India)** and other related documents including for complying with any statutory requirements and provisions of applicable laws.

14. Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.
15. The contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.

16. Penalty Clause

In case of violation of the following rules, the penalty charges on the Caterer shall be as follows:

- Complaint Register: Non-availability of the complaint register on the counter or discouraging students from registering complaints will invite a fine of Rs. 200/- (Rupees two hundred only) on every occasion.
- Foreign Objects/Insects: For single complaints of insects and/or foreign objects cooked or found in a dish of any food item, a fine of Rs. 1,000/- (Rupees one thousand only) will be imposed on the caterer.
- Unclean Utensils: A single complaint of uncleaned utensils in a day will lead to a fine of Rs. 500/- (Rupees five hundred only) on the caterer.
- Food Quality: If the Mess & Cafeteria committee agrees that a certain meal was not cooked properly or assesses the quality of food to be substandard, a fine of Rs. 2,000/- (Rupees two thousand only) will be imposed on the caterer.
- Staff Discrepancies: Any discrepancy regarding the personal hygiene of workers, misbehavior by workers, etc., will lead to a fine of Rs. 500/- (Rupees two five hundred only) on the caterer for every instance.
- Meeting Absence: Absence of the proprietor or their representative in the Canteen Meeting despite prior information will attract a fine of Rs. 1,000/- (Rupees one thousand only) on the caterer.
- Unauthorized Brands & Adulteration: Using brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine as decided by the committee.
- Hygiene Failure: The severity of hygiene failure shall be assessed and decided by the committee and fined appropriately. In case of gross failure/negligence, a severe penalty will be imposed.
- Unauthorized Supply: Under no circumstances shall food cooked at the Mess & Cafeteria be supplied to the outside.
- Contract Termination (Repeated Offenses): In case it is found that three such fines do not have any effect in abiding by the terms and conditions mentioned in the contract, the contract may be terminated finally after serving fifteen days' notice by the Administration to the Contractor (the notice during the trial period will be only one week).

17. **Dispute Settlement: -** It is mutually agreed that all differences and disputes arising out of or in connection with this agreements shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the Mess Committee, AIIMS, REWARI whose decision shall be final and binding on both the parties.

C. Other terms and conditions:

1. **Arbitration:** If any difference arises concerning this agreement, its interpretation on payment to the made there-under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an Arbitral Tribunal containing Sole Arbitrator to be appointed by the Mess Committee, AIIMS, Rewari. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act,1996 and the rule framed there under and in force shall be applicable to such proceedings.

2. **Subletting of Work:** The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing of Mess Committee, AIIMS, Rewari, which will be at liberty to refuse if thinks fit. The Bidder is not transferable. One Bidder shall submit only one Bidder.

3. **Breach of Terms and Conditions:** In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the work order/ job without assigning any reason thereof and nothing will be payable by AIIMS, Rewari in that event the security deposit shall also stands forfeited.

4. **Insolvency etc.:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified Mess Committee, AIIMS, Rewari shall have the power to terminate the contract without any prior notice.

5. The Mess Committee, AIIMS Rewari, reserves the right to review the performance of the firm every three months or whenever needed, and to terminate the contract at any point of time during the currency of the contract in case of performance and the service rendered by the contract firm is found to be unsatisfactory. The decision of the competent authority shall be binding on the contract firm. The Mess Committee, AIIMS Rewari further reserves the right to renew the contract the such period(s) as it may deem necessary, taking into account the satisfactory performance of the firm during the currency of the contract.

6. In case of pecuniary and material loss suffered by the Institute on account of negligence attributable to the Contractor or his employees, the AIIMS Rewari will have the right to forfeit the Security Deposit and if the same falls short or found to be insufficient to the loss thus incurred by the Institute, the balance, as may be necessary shall be recovered from the contractual charges due to the contractor's firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.

7. The standard of sanitation will always be up to the satisfaction of the authorized representative or the officer-in charge whose decision in this regard shall be final and binding on the contractor.

8. The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern etc. He may also maintain a First Aid Box to meet any emergency in respect of staff deputed by him.

9. The intending Bidders may mention the rates clearly in figures as well as in words in the enclosed format. The Bidders not submitted in the specified manner or those found to be incomplete in any respect would be summarily rejected.

10. The work shall be carried out satisfactorily as per the directions of the Mess Committee, AIIMS Rewari. The Mess Committee, AIIMS Rewari reserves the right to impose a monetary penalty not exceeding 10% of the monthly contractual charges of the respective item, if he notices or it is brought to his notice any unsatisfactory cleaning, non-wearing of uniforms and gumboot by the employees deputed by the contractor firm.

11. After due evaluation of the bid(s) Institute will award the contract to the lowest evaluated responsive Bidder.

12. Conditional bid will be treated as unresponsive and it may be rejected.

D. Applicable Law:

The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing. Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Rewari, Haryana, India only. The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Rewari. The decision of the Arbitrator shall be final and binding on both the partied.

E. Hygiene & Other Standards for the staff provided by the Contractor:

1. The contractor shall be responsible for behavior and conduct of his workers. The contractor shall engage no worker with doubtful integrity of having bad record.

2. The employees should be in proper uniform at the time of work. The uniform provided to the workers by the contractor should be different and distinguish from other categories of the Institute staff with nameplate & badges.

3. The employees should be presentable in appearance i.e. well cut and groomed hair, properly combed, neat shaved etc.

4. Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from the date of start of work.

5. The Contractor shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.

6. Right of the Mess Committee, AIIMS, Rewari: - The Mess Committee, AIIMS Rewari reserves the right to suitably increase/reduce the scope of work under this bid/contract. In case of any ambiguity in the interpretation of any of the clauses in Bidder Document or the contract Document, interpretation of the Clauses by the Mess Committee, AIIMS, Rewari shall be final and binding on all Parties.

F. Force Majeure: -

1. Neither party shall be deemed to be in breach of this agreement if failure to comply with the requirement of this agreement is due to circumstances beyond the control of Mess Committee, AIIMS, Rewari or Successful vendor.

2. If because of any strike or lockout either in AIIMS or in the Local area, the Successful vendor is unable to function or his business is affected, AIIMS shall not be liable for any loss, which

the Successful vendor may suffer in such an event.

G. Payment Terms:

1. Mess Committee, AIIMS Rewari shall pay the agreed amount on production of monthly bill (in duplicate) for the amount due towards services rendered during the preceding one month. The monthly bill shall include supporting documents, satisfactory performance certificate along with documents verifying payment by the agency to its employees in the previous month. No other charges of any kind shall be payable. No advance payment shall be made to the Agency. There would be no increase in rates payable to the Agency during the Contract period. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.

2. Similarly, as and when faculty/staff/visiting faculty avail Mess/mess services, such charges should be collected by the Bidder directly, and the Institute shall not be responsible for the same.

H. Mess timing:

Mess timing would normally be as under. The Mess Committee however reserves the right to make any alternation in it in consultation with the contractor:-

Breakfast 6:30AM to 9:00 AM
Lunch 1:00 PM to 2:00 PM
Snacks 5:30 PM to 6.30 PM
Dinner 8:00 PM to 9:30 PM

1. Rebate in mess charges may be allowed to a student, with the prior approval of the Provost, for a minimum period of two consecutive days during which the student does not avail the mess facility, provided that prior intimation is given to the concerned authority/mess management. No rebate shall be admissible for absence of less than two consecutive days.
2. Sufficient counters for every meal shall be made operational. The decision of Mess Committee in this regard shall be final.
3. In case mess is closed on any occasion or owing to pest control etc., special lunch / dinner shall be provided to the student at no extra cost.

Annexure-I

Technical Bid

(In Separate sealed cover-I super scribed "Technical Bid")

Having read and accepted all terms and condition in the Bidder document we submit the for Cafeteria as follows:-

1	**Name and address of the Registered office of the agency/ firm**	
2	**Name of the owner(s) Partners (Attach Bio-data of all Partners)**	
	Telephone no.	
	Residence	
	Office	
	Mobile	
3	**List of Organizations/office, where firm is presently providing cleaning services (Mention)**	
4	**Details of EMD No. Date, Amount, and Bank name**	
5	**Whether the firm/ agency is registered, attached copy of the certificate of registration**	
6	**GST Number**	
7	**PAN**	
8	**Food License**	
9	**Details of the Similar work which have done by the contractor or in under process (please attach proof)**	
10	**Please attach the copies of the Annual certificate/ audited balance sheets for 2025-26, 2024-25 and 2023-24.**	

Name: - ……

Address: - ……

Phone No: - ……..

Email: - ……

Seal: - ...……..……

Place:-

Date :-

General Structure of the mess menu

AIIMS REWARI – HOSTEL MESS WEEKLY MENU				
Day	**Breakfast**	**Lunch**	**Evening Snacks**	**Dinner**
Monday	Aloo/Pyaz Paratha + Curd + Pickle; 4 toasted bread slices with butter & jam; 1 boiled egg; Banana; Tea/Coffee	Steamed Rice + Roti + Dal Tadka + Seasonal Mix Veg + Curd/Raita + Salad + Pickle + Papad; Paneer Kadai / Chicken Kadai	Samosa + Imli/Tomato Chutney + Tea	Rice + Roti + Dal Fry + Seasonal Vegetable Curry + Dahi; Suji Halwa; Paneer Do Pyaza / Chicken Masala
Tuesday	Idli + Sambar + Coconut Chutney; 4 toasted bread slices with butter & jam; 2-egg omelette; Fruit; Milk/Tea/Coffee	Jeera Rice + Roti + Rajma + Aloo Gobi/Seasonal Veg + Curd + Salad + Pickle + Papad; Kadhai Paneer / Egg Curry	Bread Pakora + Chutney + Tea	Rice + Roti + Dal + Lauki/Seasonal Veg + Raita; Sevai Kheer; Paneer Butter Masala / Chicken Curry
Wednesday	Poha + Sprouts + Chutney; 4 toasted bread slices with butter & jam; 1 boiled egg; Banana; Tea/Coffee	Lemon Rice + Roti + Dal + Bhindi Masala/Mix Veg + Curd + Salad + Pickle + Papad; Paneer Kadai / Fish Curry	Idli-Sambar OR Uttapam + Chutney + Tea	Rice + Roti + Dal + Seasonal Vegetable Curry + Salad/Raita; Custard; Egg Curry / Malai Kofta
Thursday	Pav Bhaji + Uttapam + Chutney; 4 toasted bread slices with butter & jam; 2-egg omelette; Fruit; Tea/Coffee	Fried Rice + Roti + Dal Fry + Chole + Seasonal Veg + Curd + Salad + Pickle + Papad; Paneer Butter Masala / Chicken Butter Masala	Aloo Bonda + Chutney + Tea	Rice + Roti + Dal + Seasonal Vegetable Curry + Raita; Jalebi; Kadhai Paneer / Fish Curry
Friday	Poori + Aloo Sabzi + Vada + Sambar + Chutney; 4 toasted bread slices with butter & jam; 1 boiled egg; Banana; Tea/Coffee	Jeera Rice + Roti + Dal + Rajma/Aloo Chokha + Curd + Salad + Pickle + Papad; Egg Curry / Seasonal Veg	Kachori + Imli Chutney + Tea	Rice + Roti + Dal Fry + Seasonal Veg + Dahi; Chhena Poda; Paneer Chilli / Chicken Achari
Saturday	Rawa Upma + Idli + Sambar + Chutney; 4 toasted bread slices with butter & jam; 2-egg omelette; Fruit; Milk/Tea/Coffee	Steamed Rice + Roti + Dal + Mix Veg + Raita + Salad + Pickle + Papad; Kadhai Paneer / Chilli Chicken	Veg Sandwich/Grilled Sandwich + Tea	Rice + Roti + Dal + Seasonal Vegetable Curry + Raita; Sevai Kheer; Egg Bhurji / Paneer Curry
Sunday	Masala Dosa + Vada + Sambar + Coconut Chutney; 4 toasted bread slices with butter & jam; 1 boiled egg; Banana; Tea/Coffee	Veg/Fried Rice + Roti + Dal Fry + Chole/Chana Masala + Seasonal Veg + Curd + Salad + Pickle + Papad; Egg Curry / Paneer Curry	Veg Cutlet + Chutney + Tea/Coffee	Special Dinner: Veg Biryani + Raita + Roti + Dal; Gulab Jamun / Ice Cream; Chicken Biryani OR Paneer Biryani + special veg curry

Note:

a. Pickle, salad and lemon shall be provided with lunch and dinner. Curd/Raita shall be served with every lunch. Appropriate chutney shall be served with the relevant snacks and breakfast items. Coconut chutney and Sambar shall be served with South Indian breakfast items such as Idli, Dosa, Vada and Uttapam. Ketchup/Imli/Tomato chutney shall be provided with applicable snacks.

c. Any substitution in the approved weekly menu, due to seasonal availability or unavoidable circumstances, shall be made only with an item of equivalent or higher quality and nutritional value, with the prior approval of the Mess Committee/authorized representative of AIIMS Rewari.

d. All meals shall be prepared from fresh and good-quality ingredients and served hygienically. The menu shall be followed strictly, and reasonable variations may be made by the Mess Committee considering seasonal availability, nutritional requirements and student preferences without reducing the prescribed quality or quantity.

BRANDS OF CONSUMABLES PERMISSIBLE IN HOSTEL MESS SERVICES

Item	Brand
1. Salt	Tata/ Annapurna/ Catch/ Saffola/ Nature fresh
2. Spices	M.D.H. Masala/ Badshah/ Everest
3. Ketchup	Maggi/ Kissan/ tops
4. Oil	Sunflower/ Sundrop/ Saffola/ Fortune/ Natural (Use of Hydrogenated (vanaspati) oil is prohibited)
5. Pickle	Mother's recipe/ Priya/ MTR
6. Atta	Ashirvad/ Pillsbury/ Annapurna/ Shakti bhog
7. Rice	Dawat/ Lal quila/ kophinoor/ india gate
8. Instant Noodles	Top Ramen/ Maggi
9. Flavoured fruit drinks	Real/ Amul/ minute maid/ Tropicana
10. Papad	Lijjat/Bhikaji/Oswal
11. Butter	Amul, Brittania/ Mother Dairy/ Saras
12. Bread	Modern/ Kwality/ Figo/ Suncity/ Brittania,
13. Cornflakes	Kellog's/ Bagrry's/ Kwality
14. Jam	Kissan/ Maggi/ Tops
15. Ghee	Amul/ Mother Dairy/ Milk food/ Saras
16. Milk	Saras/ Amul/ Mother Dairy (Without Water)
17. Paneer	Amul/ Saras
18. Tea	Brook bond/ Lipton/ Tata/ Taaza/ Taj Mahal
19. Coffee	Nescafe/ Bru instant
20. Ice Cream	Amul/ Mother Dairy/ Kwality/ Havmor

The canteen operator may use any other standard/ FPO approved brands only if permitted by the Mess Committee.

Cafeteria Menu & Maximum Price List

The Contractor/Vendor shall provide the following items on an on-demand (cafeteria) basis. The selling price for these items shall not exceed the maximum prescribed rates mentioned below. The approved rate list must be prominently displayed at a suitable place in the dining area accessible to everyone.

Sl. No.	Items	Quantity / Serving Size	Maximum Price (Rs.)
1	Chowmin (Veg)	200 gm	Rs.40.00
2	Chowmin (Paneer)	200 gm	Rs.55.00
3	Chowmin (2 Egg)	200 gm	Rs.60.00
4	Chowmin (1 Egg-Chicken)	200 gm	Rs.70.00
5	Chilli Chicken (5 pieces)	Cooked 200 gm (1 Plate)	Rs.70.00
6	Chicken Pakoda (5 pieces)	Cooked 200 gm (1 Plate)	Rs.60.00
7	Paneer Pakoda (5 pieces)	Cooked 200 gm (1 Plate)	Rs.50.00
8	Roll (Veg)	Medium size	Rs.40.00
9	Roll (Paneer)	Medium size	Rs.50.00
10	Roll (Mushroom)	Medium size	Rs.50.00
11	Roll (2 Egg)	Medium size	Rs.50.00
12	Roll (2 Egg-Chicken)	Medium size	Rs.60.00
13	Veg Patties	120 gm	Rs.30.00
14	Non-Veg Patties (Chicken)	120 gm	Rs.40.00
15	Non-Veg Burger (Chicken)	150 gm	Rs.110.00
16	Veg Burger	150 gm	Rs.80.00
17	Onion Pakoda / Veg Pakoda	150 gm	Rs.30.00
18	Potato Samosa / Alu Bonda	70 gm	Rs.10.00
19	Sweets (Rasgulla, Gulab Jamun etc.)	50 gm per piece	Rs.10.00
20	Dahi Vada (2 Nos.)	50 gm each	Rs.30.00
21	Instant Noodles	150 gm	Rs.30.00
22	Veg Sandwich	1 sandwich (approx. 150 gm)	Rs.40.00
23	Paneer Sandwich	1 sandwich (approx. 150 gm)	Rs.55.00
24	Chicken Sandwich	1 sandwich (approx. 150 gm)	Rs.70.00
25	Aloo Tikki Burger	1 piece (approx. 150 gm)	Rs.40.00
26	French Fries	150 gm	Rs.40.00
27	Masala Fries	150 gm	Rs.50.00
28	Veg Momos (8 Nos.)	1 plate	Rs.50.00
29	Chicken Momos (8 Nos.)	1 plate	Rs.70.00
30	Paneer Momos (8 Nos.)	1 plate	Rs.60.00
31	Pav Bhaji	1 plate (2 Pav)	Rs.50.00
32	Chole Bhature	1 plate (2 Bhature)	Rs.60.00
33	Aloo Paratha with Curd	2 Nos. + 100 gm curd	Rs.50.00
34	Veg Pasta	200 gm	Rs.50.00
35	White Sauce Pasta	200 gm	Rs.70.00
36	Tea	150 ml	Rs.10.00
37	Coffee	150 ml	Rs.20.00
38	Cold Coffee	250 ml	Rs.40.00
39	Fresh Lemon Water	250 ml	Rs.20.00

The portion sizes/quantities mentioned above must be strictly adhered to. The Contractor is free to sell these items at a price lower than the maximum price, but under no circumstances shall the maximum price be exceeded. Any changes to the items or rates during the contract period will require prior written approval from the Mess Committee.

Annexure – II

Financial Bid

S. No.	Particulars	Amount in Rs. (In Figure)	Amount in Rs. (In Word)
1	Daily Rate for serving a complete meal to each student, comprising breakfast, lunch, evening snacks, and dinner, as per the approved menu.		
2	GST (As applicable)		
	Total		

Declaration by the Bidders:

This is certify that I/We before signing this Bidder have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves to abide by them and I/We also declare that we accept the maximum prices fixed for the 'Daily Menu for Cafeteria' items and undertake to provide the stipulated quantities at or below the prescribed rates.

Note :

a. No other charges would be payable by client.
b. There would be no increase during the Contract period except provision under the terms & conditions.

Name: - ……

Address: - ……

Phone No: - ……..……

Email: - ….……..……

Seal: - ...…….……...……

Place:-

Date:-

Annexure – III

Proforma of Performance Bank Guarantee

1 In consideration of the Mess Committee, All India Institute of Medical Sciences, Rewari(hereinafter called "The Client") having offered to accept the terms and conditions of the proposed agreement between Mess Committee, AIIMS REWARI and …... (here in after called "the said contractor(s) for the work of Contract Cafeteria (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs…….. only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

2 We.....(hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank).

3 We …..... ... do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the Mess Committee, AIIMS, REWARI stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding Rs. (Rupees…)

4 We, the said Bank, further undertake to pay to the Mess Committee, AIIMS REWARI any money so demanded not withstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.

5 We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the AIIMS, REWARI under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Member Secretary, Mess Committee, AIIMS Rewari on behalf of the Mess Committee, AIIMS REWARI, certifies that the terms & conditions of the said contractor(s), and accordingly discharges this guarantee. We…… further agree with the Mess Committee, AIIMS REWARI that the Mess Committee, AIIMS REWARI (indicate the name of the Bank) shall have the fullest liberty without our consent , and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Mess Committee, AIIMS REWARI against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the Mess Committee, AIIMS REWARI or any indulgence by the AIIMS, REWARI to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6 This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).

7 We..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the Mess Committee, AIIMS REWARI in writing.

8 This guarantee shall be valid up to ..... unless extended on demand by the Mess Committee, AIIMS REWARI Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs……..(Rupees..... Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

Dated the …..... day of …..... for …...
(Indicate the name of the Bank)

ANNEXURE-IV

PERFORMANCE CERTIFICATE FOR MESS SERVICES

[To be issued by the Organization/Department/Institution where the Mess Services were provided]

This is to certify that M/s _____, having its registered office at _____, has provided Mess/Catering Services at _____ during the period from _____ to _____.

The details of the services provided are as under:

S. No.	Particulars	Details
1.	Name of the Agency/Firm	
2.	Name and address of the Organization/Department/Institution	
3.	Nature of Services (Mess/Catering Services)	
4.	Period of Contract (From)	
	Period of Contract (To)	
5.	Approximate number of persons/students served per day	
6.	Total duration of services provided	
7.	Contract/Work Order No. & Date	
8.	Total value of the contract/work order in Rs.	
9.	Whether services were provided continuously during the contract period (Yes / No)	
10.	Whether the services were found satisfactory (Yes / No)	

It is further certified that the above agency performed the Mess/Catering Services satisfactorily and in accordance with the terms and conditions of the contract/work order, including the prescribed quality, hygiene, food safety and service requirements.

The performance of the agency during the contract period was found to be:

☐**Satisfactory**

☐**Good**

☐**Very Good**

☐ **Excellent**

This certificate is issued at the request of the agency for submission as proof of experience/performance in connection with Government/Institutional Tender for Mess Services.

Signature of Authorized Officer

Name: _____

Designation: _____

Organization/Department: _____

Contact No.: _____

Email: _____

Official Seal/Stamp

Date: _____

Place: _____

Note: The certificate should be issued on the official letterhead of the organization/department/institution where the services were actually rendered and should be signed by an officer duly authorized to issue such certificate.