



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)



E-Tender Notice No.19/2016-17
Notice inviting Expression of Interest
For providing, “Catering – Breakfast, Lunch, Dinner and
Fixed Lunch/Dinner”
for Upcoming Events during the year in GTU

Venue:

Gujarat Technological University
GTU Campus, Vishwakarma Government Engineering College,
Sabarmati – Koba Highway, Nr. Visat Three Roads,
Chandkheda, Ahmedabad – 382 424



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E-Tender Notice no:19/16-17

“E-Tender for providing, “Catering – Breakfast, Lunch, Dinner and Fixed Lunch/Dinner” for Upcoming Events during the year in GTU”

Tender fee: Rs 1,500/-

EMD: Rs 45,000/-

The Gujarat Technological University invites **Online Tender for providing, “Catering – Breakfast, Lunch, Dinner and Fixed Lunch/Dinner” for Upcoming Events during the year in Gujarat Technological University** under two bid systems. Interested parties/firms who wish to participate in online tenders can download the tender documents from the n-procure website (www.gtu.nprocure.com) or GTU website www.gtu.ac.in under tender option. Bidders have to submit price bid in electronics format only through n-procure website till the last date & time prescribed for submission. Price bid of Tender in physical form will not be accepted in any case.

EMD, Tender Fee, and other essential documents for the tender should be submitted on or before 15/12/2016 06:00 p.m. in the office of the Gujarat Technological University, Nr. Vishwakarma Government Engineering College, Nr. Visat Three Roads, Visat – Gandhinagar Highway, Chandkheda, Ahmedabad – 382424.

A tender fee (non refundable) Rs.1,500/- (One Thousand Five Hundred only-) and EMD (refundable) Rs 45,000/-(Rs. Forty five thousand only) in form of DD in favour of Gujarat Technological University payable at Ahmedabad only should be attached along with the tender document.

Tender Documents received late / incomplete without requisite papers and Demand Draft for tender fee and EMD shall be summarily rejected. GUJARAT TECHNOLOGICAL UNIVERSITY reserves the right to accept or reject any tender, without assigning any reasons.

Date of Submission of Tender	15/12/2016 (18.00 hrs.)
Date of Opening of Tender (Technical Bid only)	16/12/2016 (12:00 hrs.)
Date of Opening of Commercial Bid	17/12/2016 (12:00 hrs.)
Tender shall be valid till	90 Days

22/11/2016

I/C Registrar



GUJARAT TECHNOLOGICAL UNIVERSITY
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IMPORTANT NOTE

1 Tenderer will have to fulfill the Qualifying Criteria as under:

- 1.1 The tenderer must be in a business of catering in reputed Organizations / Educational institutes for not less than three years.
- 1.2 The tenderer should have an experience of catering contract in a reputed Organization / Corporate House / Educational institution etc.
- 1.3 The tenderer should have all the necessary valid registrations of the Government under the Service Tax, VAT, etc.
- 1.4 The tenderer should give full details in the enclosed Annexure – 1 along with the tender of at least one establishment where the tenderer has catering / catered contract.

2 The tenderer should invariably submit his tender in two sealed covers separately namely;

- 1) EMD cover 2) Technical Bid cover

2.1 EMD COVER

EMD cover should contain EMD in form of Demand Draft or At Par Cheque of any nationalized bank. Offer without separate EMD cover, the technical bid will not be opened. THIS MAY PLEASE BE NOTED.

2.2 TECHNICAL BID COVER

- i) Technical Bid cover should contain Tender Form (except commercial bid documents) along with attested copies of VAT and CST Registration certificate, and other certified documents as per check list.
- ii) The details of turnover of tenderer for last 3 years.
- iii) The tenderer should also furnish the details on nature of their firm, names and addresses of the Partners / Proprietors / Directors and also the details of sister concerns, if any, also specific details or documents requested in Tender Enquiry.

In absence of these information/documents, tender is liable to be ignored/rejected. In such case EMD will be returned to the Tenderer.



GUJARAT TECHNOLOGICAL UNIVERSITY

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2.3 COMMERCIAL BID

1. Online Commercial Bid will only be accepted. Physical Commercial bid will not be accepted.
2. **Rates must be inclusive of all taxes including transportation of the material, taxes & any other charges to the university from the vendor.**
- 3 No correspondence will be entertained after opening of tenders.
- 4 Vague and conditional offer shall not be considered.
- 5 The Tender period will be for a one year.
- 6 The tenderer will have to fill up the tender in two documents separately, i.e. Technical Bid and the Commercial Bid (online only)
- 7 Tender should be submitted in the cover duly sealed and super scribed (i.e. showing legibly the tender number and due date of submission of tender on the top of the left hand corner of the envelope containing the tender). In the interest of the tenderer, it is advisable that the tender is sent in cover duly sealed by sealing wax. In case the tender is sent not sealed by sealing wax, no complaint in respect of tampering of tender shall be entertained by GTU.
- 8 For above exercise, the tenderer shall give details of existing contract mentioned in the Present / Existing list of clients for visit by the committee in the prescribed Performa as annexed at Annexure-1.
- 9 The GTU authorities would constitute a Catering Committee consisting of 3 members which will include officers, faculties and staff members. Menu & Meal Frequency will be provided by the coordinator of event in one day advance before commencement of the event to the Catering tenderer. The Catering tenderer will have to follow instructions of the Committee related to Food Quality, Cleanliness, Health & Hygiene service.
- 10 The tenderer has to supply Breakfast/Lunch/Dinner and other contracted items at various stalls created within GTU Building.
- 11 The catering services should capture innovative variety and balanced nutrition both for vegetarians.
- 12 GTU shall neither provide any consumable or non-consumable items including raw materials for the purpose of catering nor shall provide any utensils, equipment, crockery, cutlery etc.
- 13 The quality and quantity of food will be inspected item wise by catering committee / GTU authorized officials will frequently visit and the tenderer shall not deny access to such inspections.



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

*** GENERAL TERMS AND CONDITIONS:**

1. Any conditional offers made by the tenderer or any alternations/corrections made in the priced tender form shall not be considered. Similarly incomplete and unsigned tender documents are liable to be rejected.
2. GTU reserves the right to accept or reject any tender without assigning any reason thereof.
3. The tender submitted by the tenderers will remain valid for a period of 90 days from the date of opening of the tender.
4. The tender must be attached with self-certified Xerox copies of (a) Registration of the Agency under the Shops & Establishment Act (b) List of clients of organizations of repute, with contact person's name and phone numbers on the letter head of the tenderer, without which, the tender shall be summarily rejected. The tenderer shall have to produce the original papers of the above documents at the time of opening of the tender for verification and also whenever it is demanded by the representative of the Institute.
5. Individual signing the tender or other documents connected with the tender must specify whether he signed as:
 - a. A sole proprietor of the concern or constituted attorney of such sole proprietor.
 - b. A partner of the firm if it is a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firms.
 - c. Director or Principal Officer duly authorized by the Board of Directors of the company.
6. In case of (ii) a copy of the partnership agreement or general power of attorney, in either case attested by a Notary Public should be furnished or an affidavit on stamp paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney should be furnished. The attested copy of the certificate of registration of firm should be attached along with the tender papers. In case of partnership firm, where no authority to refer dispute concerning the business of the partnership has been conferred on any partner, the tender and all other related documents must be signed by all the partners of the firm. In case of (iii) the person signing the tender should be authorized by a resolution passed by the Board of Directors and a copy of the resolution attested by the Principal Officer should be attached.



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

7. The catering tenderer shall ensure high standard of cleanliness, hygiene and sanitation while delivering/serving food items. Adequate numbers of dustbins shall be provided by the tenderer to ensure proper disposal of garbage at the place of supply of food. There should not be any littering of unused food or any other articles within the premises.
8. The tenderer shall ensure that the food is stored and handled properly and no stale food is served. In case of any food poisoning, the tenderer shall be held solely responsible and will be penalized besides legal action by the Competent Authority.
9. The supplied food can be checked by GTU officials at any time and if substandard / unauthorized material is found, the tenderer shall be penalized at the discretion of GTU and tenderer shall have to abide by it.
10. GTU reserves the right to accept or reject any or all the offers either dully or partly without assigning any reason thereof, and is not bound to accept the lowest bid.
11. The catering staff engaged by the Tenderer shall :
 - (a) Show professional courteous behaviour at all times,
 - (b) Staff must wear neat and clean work clothes, aprons, gloves etc.
 - (c) Catering staff will not smoke bidis, cigarettes or take alcoholic drinks on the campus/venue and nor they are allowed to chew pan, gutka, tobacco items etc.
12. As regards quality of materials and preparation, the tenderer shall ensure that: (a) Food ingredients, additives and materials must be of best quality available in the market, (b) Vegetables, bread, fruits, and other such perishable items should be purchased fresh from the market on daily basis, (c) the Tenderer shall take meticulous care to provide clean, fresh and quality food in all preparations.
13. The Tenderer shall ensure that the staff engaged by him observes safety precautions and security regulations at the campus/venue.
14. Any attempt at negotiation direct or indirect on the part of a tenderer with the authority to whom he has submitted the tender or the authority who is competent finally to accept it after he has submitted his tender or any endeavour to secure any interest for an actual or prospective tenderer or to influence by any means the acceptance of a particular tender will render the tender liable to exclusion from consideration.
15. No. of Person for Breakfast Lunch & Dinner will vary as per Events.



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

*** LEGAL TERMS AND CONDITIONS**

1. The Tenderer and his staff shall abide by various rules and regulations of GTU as prevalent from time to time.
2. The Tenderer 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 Tenderer in respect of non-compliance of any Labour legislations in force during the validity of the contract, the Tenderer would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.
3. GTU 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 GTU rules & regulations, or if there is any lapse in compliance of any labour legislation, Gujarat Food Safety Rules or relevant other Acts or if there is any incident of indiscipline on the part of the Tenderer or his staff. The decision of GTU's management in this regard would be final and binding on the Tenderer. In such an event, GTU shall have the right to engage any other tenderer to carry out the task.
4. The Tenderer and his staff shall comply with all instructions and directions of the GTU authorities given from time to time. In the event of any emergent situation, the staff of the Tenderer shall comply with instructions given by the GTU authorities, without waiting for confirmation by the Tenderer.
5. The arrangement shall be valid only for one year.
6. Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.

*** FINANCIAL TERMS & CONDITIONS**

1. Charges for the lunch, snacks, dinner etc. provided on occasions as per the orders of GTU shall be paid on submission of bills as agreed rates.
2. The payment towards hospitality bills of GTU office shall be released within a 15 days after scrutiny of authorization of supply and the prices claimed by tenderer. Any supply of food items without proper authorization by the designated authority of GTU shall not be paid for.



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

3. Income tax, Service Tax etc., as per prevalent laws shall be deducted at source while making payment of Tenderer's bills.
4. The Tenderer shall be required to enter in to an agreement for the due performance of the contract with GTU. It should be stamped with adhesive stamps as required and should be signed before a First Class Magistrate or a Justice of Peace or a Notary Public without fail.

*** Rules & Regulation for Caterers:**

A. Broad Scope of Work

1. Caterer has to cook and serve Lunch, Coffee/ Tea/ Snacks to the participants & experts on days of event.
2. GTU will provide electricity/ water for preparing food & washing utensils/ canteen area for kitchen/ table counters for serving food at no cost to the caterer.
3. The caterer will ensure total cleanliness in the allotted cooking area at all times.
4. Crockery/ cutlery must be washed / dried and properly placed while serving the food.
5. Proper cleaning of the tables & clothes after serving the food will have to be ensured.
6. The caterer shall enter the premises of the GTU for the purposes of catering solely for the GTU participants and employees and not for any other purposes. The caterer shall not have any claim whatsoever nature or right in the said premises for himself, his nominees or for his employees.
7. Menu will be planned always one day in advance by the coordinators. In case due to paucity of the raw materials a change is brought about in a particular day's menu, it should be brought to the notice of the coordinator for approval. However, GTU reserves the right to amend the menu. Caterer would not be allowed to change the menu without getting approval of coordinator. If done so it may result in penalty.
8. The caterer should be in a position to cook varieties such as **a) Chinese, b) Continental, c) North Indian, d) South Indian, e) Gujarati, f) Western**
9. The caterer shall deploy personnel to keep the kitchen and Dining Area clean and hygienic.



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

B. Purchase, Handling and Storage of Materials:

The following points should be borne in mind while purchasing of Provisions and other items.

1. Brand of provisions and quality of milk, vegetables etc. to be the best available in the market.
2. Expiry date of provisions in to be monitored.
3. Cholesterol level of oil and how many times the oil is used to be monitored.
4. Handling and storing perishable foods to ensure that there is no spoilage, discoloration, smell etc.
5. Storage, rotation, cleanliness practices to ensure that the raw materials and cooked food is healthy and free from contamination, insects and bacterial infections.
6. To maintain optimum level of warmth, moisture and storage time to ensure that the raw materials are free from contamination and bacterial infections.

C. Health, Hygiene & Sanitation:

1. The caterer should serve healthy and balanced diet which should be cooked and served hygienically. The following important areas should be concentrated to achieve the above:
2. Personal hygiene of the staff to be ensured.
3. Caterer's personnel should thoroughly (and frequently throughout the day) wash their hands using hot water, unscented soap, nail brush and wipe dry using clean towels. The hands should be washed before starting work, after returning to work from a break, after eating, handling raw foods and cooked foods and after carrying out any cleaning activity etc.
4. While on job the kitchen staff should not wear watches, brooches, rings etc.
5. Always wear head coverings to enclose hair completely. Never comb hair in the food production area or in the dining hall.
6. Disposable caps, gloves, face mask to be issued daily one to each catering employee.
7. Spillage of food to be avoided. In case of any unintentional spillage, the area is to be cleaned immediately by using mild detergent and water.



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

8. Daily removal of garbage, in trash bags, from the kitchen premises, without causing inconvenience to Staff and surroundings will have to be arranged by the caterer.
9. The Kitchen and canteen premises shall be cleaned on daily basis and kept highly clean.

D. Preparation of Food:

1. It is important to wash the hands thoroughly with soap and warm water before cooking after touching the bin, going to the toilet, and after touching raw food.
2. Floor should not be used for cutting of vegetables or any such activity.
3. All worktops and chopping boards must be washed before and after cooking as they can be a source of cross-contamination.
4. Use different chopping boards for raw and ready-to-eat foods.
5. The production staff should always use stainless steel knife and not iron knives.
6. Kitchen cloths, damp sponges and tea towels shall be washed and replaced frequently.
7. While handling raw materials like salad and cut fruits the production staff should use hand care or gloves.
8. Vegetables to be washed and inspected for insects, worms etc. immediately on arrival and insect – infested vegetables should not be used for cooking.
9. Refrigerated items should not be used for cooking.
10. Cooked food will not be kept on the floor. Additional low-height tables if required to be used for this purpose.
11. Catering staff should always cover the cooking utensils, especially when there is food inside.
12. All other hygienic standards have to be observed while cooking.



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

E. Presentation of Food:

1. Present the food with proper garnishing.
2. Use always proper serving spoons/ladles.
3. Keep the serving area clean and tidy.
4. See that timely replenishment of the food is taking place.
5. Make sure that there are no flies and cockroaches in the dining area and kitchen.
6. 1 Counter for water, 1 for hand washing and keeping plates and 1 for keeping food items is to be created when there is order for 100 persons. If there is order for more than 150 persons 2 counter is to be created.

F. F & B Services:

1. Catering personnel shall avoid direct handling of cooked food.
2. The personnel should be in proper uniform and more attentive (quick in response).
3. Proper allocation of work should be given to the staff so that equal attention is given to everybody.
4. Quick cleaning of tables after a person completes his/her meal (if served on table)
5. Make sure that the cutlery, crockery and the glassware used are properly washed and dried.

G. Penalty:

1. Penalty as decided by the GTU, will be imposed on the caterer (10% of total bill extended up to 25%):-
 - If there is any dereliction / irregularity in service or delay in service;
 - If the food supplied by the caterer is substandard / non-quality or insufficient quantity;
 - If more than 50% of the total participants / staff / guests rate the services provided by the Caterer as either “average” or “poor”.



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

2. Penalty will be recovered directly from the bill of the Caterer and the GTU's decision shall be final.
3. The Caterer shall be solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, GTU may initiate further stringent action, as it may deem fit.
4. If it is found that there is laxity on the part of the caterer on maintenance of proper hygiene in canteen operations at the kitchen / dining halls in various service points / transport vehicles / personnel handling the food items / surroundings, leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms etc, penalty may be levied for each of such violations. The decision of GTU is final and binding on the caterer.
5. Any staff of the Caterer, whose service is not satisfactory, would be replaced by the Caterer, in consultation with GTU.

H. Food Quality Control Committee:

1. Hon. Vice Chancellor of GTU will nominate 3 persons for food quality control committee.
2. GTU food quality control committee consisting of 3 members will carry out inspection of food, hygiene, raw material on regular basis.
3. If there is any irregularity/breach of rules and regulations mentioned above is found then the penalty will be levied as suggested by food quality control committee. Registrar of GTU will decide final penalty amount.
4. Notice in writing will be given to caterers when any irregularity/breach of rules and regulations is found.
5. A copy of notice will be provided to concerned department who has made submission of the event. Copy of notice is to be included with bill while submitting it to account section.
6. If there is breach of rules and regulations for 5 times than committee has right to cancel the order of the caterer and to black list the caterer.



GUJARAT TECHNOLOGICAL UNIVERSITY
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ARBITRATION:

Interpretation of any of the tender condition will be made by the Registrar, Gujarat Technological University, Ahmedabad and in case of any dispute between the University and the tenderer, the decision of the Registrar will be binding to the Tenderer.

JURISDICTION:

Notwithstanding, any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference, if the same had been the subject matter of suit, any and all actions and proceedings arising out of or relating to the contract (including any arbitration in terms thereof) shall lie only in the court of competent civil jurisdiction in this behalf at Ahmedabad and only the said courts shall have jurisdiction to entertain and try such action(s) and/or proceedings to the exclusion of all the other courts.

WAIVER:

No failure or delay by GTU in enforcing any right to remedy of GTU in terms of contract or any obligation or liability of the tenderer in terms thereof shall be deemed to be a waiver of such right, remedy obligation or liability, as the case may be, by GTU and notwithstanding such failure or delay, GTU shall be entitled at any time to enforce such right, remedy, obligation or liability, as the case may be.



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

Visat - Gandhinagar Highway, Chandkheda, Ahmedabad.

(To be submitted by the responder on the responder's letter head)

UNDERTAKING

Date: _____

I/We _____

(Name of Tenderer)

Proprietor/Partner/Director hereby undertakes to comply with all the terms and conditions as stated here above and abide all terms and conditions stated in the tender enquiry. I/We hereby undertake that the information forwarded above and elsewhere in the tender is true and the tender is liable to rejection, if the same is found to be false or the information is found to be suppressed by me.

Signature:

Name:

Designation & Stamp of the partner



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

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Annexure – 1

LIST OF CLIENTS DURING LAST THREE YEARS

(Tenders not accompanied by this information shall be summarily rejected)

SR. NO.	Clients Name, Address & Contact No.	Name of Contact Person & Phone No.	No. of Guest / Persons	Date / Period of Service / Contract	
				From	To
1					
2					
3					
4					
5					



GUJARAT TECHNOLOGICAL UNIVERSITY
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PART – I : TECHNICAL BID

Enclose following documents/mentioned in the Technical Bid

1. Tender Fee :
2. EMD paid : **Mention Yes/No (DD or Banker's cheque)**
3. Name of Bank :
Rs. _____
4. Name of Proprietor/partner/
Director with full residential
Address and telephone No. :
Fax No, Email No. etc.
5. Have you submitted all documentary evidence duly attested
6. Remarks, if any
7. **Registration Details:**

Sr. No.	Registration Under	Registration No.	Valid up to	Remarks
01	Firm/Company Registration (Delete whichever is not applicable)			
02	Shops & Establishment Act			
03	PF			
04	ESI			
05	WCA			
06	Service Tax			
07	VAT			
08	Others			

Proof of the above must be attached to qualify, compulsorily.

Signature of _____
the tenderer with Rubber stamp

Name: _____
Designation: _____



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

Visat – Gandhinagar Highway, Chandkheda, Ahmedabad.

Part II – COMMERCIAL BID (Online only)

- 1. Name of the Bidder**
- 2. T/E No.:19/2016-17** **Dated: 22/11/2016**
- 3. Due on: 15.12.2016 up to 12.00 Noon.**
- 4. Required Lunch/Dinner Per Day: Approx. 25 to 300 Person**
- 5. Average Annual Expenses of GTU (as per last year experience): Rs. 10 Lac to 15 Lac per year**

WORKING LUNCH / DINNER (UNLIMITED)

Sr. No.	Lunch Menu	Price Per Plate
1	1) Salad 2) Roti and Puri 3) Green Sabji 4) Kathol 5) Misthan (1) 6) Farsan (1) 7) Rice 8) Daal/Kadhi 9) Butter Milk	



GUJARAT TECHNOLOGICAL UNIVERSITY
(Established under Gujarat Act No. 20 of 2007)

Visat – Gandhinagar Highway, Chandkheda, Ahmedabad.

FIXED LUNCH / DINNER PACK

Sr. No.	Lunch Menu	Price Per Pack
1	1) Salad 2) Roti or Puri 3) Green Sabji 4) Kathol 5) Misthan (1) 6) Farsan (1) 7) Rice 8) Daal/Kadhi 9) 1.	

EXECUTIVE LUNCH / DINNER (UNLIMITED)

Sr. No.	Lunch Menu	Price Per Plate
1	1) Salad 2) Roti and Puri 3) Green Sabji 4) Kathol 5) Misthan (2) 6) Farsan (2) 7) Rice 8) Daal/Kadhi 9) Butter Milk 10) Soup 11) Live Tawa Sabji	



GUJARAT TECHNOLOGICAL UNIVERSITY
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BREAKFAST WITH TEA/COFFEE SERVING IN PLATES

Sr. No.	Item (Any One Item)	Price per Plate
1	<ul style="list-style-type: none">• Bataka Pauva• Samosa• Kachori• Upma• Dhokla• Khaman• Bread Butter• Veg. Sandwich• Aloo Matar Sandwich• Idli Sambhar• Crispy Bhajiya• Dahi Vada• Sev Khamni• Handvo• Veg./Chinese Puff• Mendu Vada	

N.B.

1. The catering tenderer will provide Breakfast, Lunch & Dinner as per above details in all GTU campuses (as required) for 1 year on given time with sufficient service staff.
2. Rate must be inclusive of all the catering facilities with serving staff, taxes & any other charges.
3. Technical Bid sealed cover and EMD sealed cover should be send separately and the same should be clearly mentioned on the cover.