



BY SPEED POST

No. MNG-Hostel/Catering Tender/2018/267

Dated: April 26, 2018

To

M/s. Surabhi Family Restaurant,
Plot No. 7 & 8, Abyudaya Nagar,
Chintalkunta,
HYDERABAD – 500 070.

Sub:- Award of Contract for providing catering services at MANAGE, Hyderabad – Reg.

Ref:- Your e-tender dated 04/01/2018 submitted through e-procurement portal against MANAGE e-tender no. MNG-01/Admn-224/2016-17.

With reference to your offer cited above, the Director General is pleased to award catering services contract in MANAGE campus to you for a period of one year with effect from 14/05/2018 which may be extended further depending on satisfactory performance. The approved rates per head (inclusive of all taxes) are enclosed as under:-

Sl.No.	Description	Rate per head (includes all taxes) (Rs.)
[P1] - REGULAR DAILY MENU SCHEDULE		
A.	BED TEA / COFFEE / MILK – [M1.1]	8.00
B.	BREAK FAST (for the items as described in daily menu schedule) - [M1.2]	60.00
C.	FORENOON Tea / Coffee / Milk with one salty & one sweet cookie - [M1.3]	26.00
D.	LUNCH (for the items as described in daily menu schedule)- [M1.4]	96.00
E.	AFTERNOON Tea / Coffee / Milk with one salty and one sweet cookie - [M1.5]	26.00
F.	EVENING TEA/COFFEE WITH SNACKS– [M1.6] (for the items as described in daily menu schedule)	30.00
G.	DINNER (for the items as described in daily menu schedule) - [M1.7]	96.00
[P2] INTERNATIONAL DAILY MENU SCHEDULE		
H.	BED TEA/COFFEE / MILK [IM1.1]	10.00
I.	BREAKFAST (for the items as described in daily menu schedule) [IM1.2]	65.00
I(ii)	ForenoonTea / Coffee/Milk with one salty and one sweet cookie [IM1.3]	26.00
J.	LUNCH / DINNER (for the items as described in daily menu schedule) [IM1.4]	300.00
K(i)	AFTERNOON TEA / COFFEE / MILK with one salty and one sweet cookie [IM1.5]	26.00
K(ii)	EVENING TEA/COFFEE WITH SNACKS (for the items as described in daily menu schedule) [IM1.6]	40.00

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For SURABHI FAMILY RESTAURANT
Signature
PROPRIETOR

राष्ट्रीय कृषि विस्तार प्रबंध संस्थान (मैनेज)

(कृषि एवं किसान कल्याण मंत्रालय, भारत सरकार का संगठन, राजेन्द्रनगर, हैदराबाद - 500 030. टी.एस. भारत)

NATIONAL INSTITUTE OF AGRICULTURAL EXTENSION MANAGEMENT (MANAGE)
(An Organization of Ministry of Agriculture and Farmers Welfare, Government of India)

Rajendranagar, Hyderabad - 500 030, Telangana, India.

Telephone : +91 (040) 24016702 - 706, 708, 709, Grams : MANAGE

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The contract is further subject to the following terms and conditions:-

1. **Non-Vegetarian Items:** Non-Vegetarian (NV) items will have to be served thrice a week i.e. during dinner time on Monday and Wednesday and during lunch time on Sunday. The agency is advised to ascertain the demand from the students for NV Items in the beginning of the Academic Year. However, the demand from the Officers will be ascertained by the Mess Manager at the check-in time into the hostel.
2. The Daily Menu Schedule & International Menu Schedule with the items described are enclosed at **Annexure-I & II** shall be complied strictly. The day-wise items menu as devised will be circulated for compliance.
3. The catering contract with the above rates is offered for **a period of one year**. If the Institute finds the services of the agency satisfactory and if mutually agreeable, the Competent Authority (Director General, MANAGE) can extend the contract for further periods on the same terms and conditions.
4. During the period, feedback will be taken on an online portal as well as through random ballot process from the students and the participants. Ballot shall be taken on any day as decided by the Director General randomly.
5. Officer designated by Director General shall taste food every day for this purpose.
6. The award of contract is inclusive of all the terms and conditions as notified in the e-tender document no. MNG-01/Admn-224/2016-17 and deemed to be agreed by the agency in total.
7. The other terms and conditions of the contract is as under:-
 - (a) The prices shall be inclusive of all taxes, GST, duties, other levies **etc.**, MANAGE would not bear any additional liability and shall not allow any claim on this account. The contractor shall pay all the statutory taxes and duties (including **GST**) as applicable on the services or any other items whatsoever in respect of this contract. MANAGE shall however, deduct statutory deductions like income tax etc., at source from the due payments and issue TDS certificates.
 - (b) The contract is responsible for remittance of taxes collected such as **GST** and should furnish the receipts to MANAGE every month along with caterings bills.
 - (c) As a security towards satisfactory performance of the contract, you are required to furnish Security Deposit of [Rs.14,00,000/- (-) Rs.4,00,000/- = Rs. 10,00,000/-] (Rupees Ten lakhs only) by means of a Demand Draft /Bank Guarantee for a period of 18 months within 15 days of the receipt of Award letter. The Security Deposit shall be refunded, without any interest, after successful completion of the entire contract period, including extension, if any.

For SURABHI FAMILY RESTAURAN

PROPRIETOR

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Signature
Dr. Director General, MANAGE

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Dated: April 26, 2018

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- (d) You should enter into contract agreement with the Institute indicating the detailed terms and conditions as per tender document within 15 (fifteen) days of the receipt of this letter. The agency shall execute the agreement on Rs.100/- Non-Judicial stamp paper. The cost of the stamp paper shall be borne by the agency.
- (e) The other terms and conditions of the contract will also covered/governed as in the e-tender document no. MNG-01/Admn-224/2016-17 indicated by MANAGE.
- (f) The contractor/agency will be liable for penalty for deficiency in quality of service and for shortcomings in catering service, e.g., poor quality of the food prepared, supply of insufficient food to the participants, etc. **The monthly catering bill raised by the contractor will be reduced by 5 times the short fall**, based on the recommendations of the **Mess Committee** and decided by the Competent Authority after considering contractor's view.
- (g) The quality of food will not be compromised at any cost.
- (h) The Agency has to provide adequate number of trained staff at all times failing which penalty of Rs.1,000/- (Rupees one thousand only) will be imposed at every occasion.

8. This award letter is being issued to you in duplicate. We now request you to return the duplicate copy duly signed and stamped on each page as proof of your acknowledgement within seven (7) days from the date of this Award Letter.

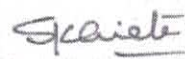
Thanking you,

Encl: As above.

Copy to:

1. Assistant Accounts Officer, MANAGE
2. PS to DG – for kind information of Director General
3. Mess Manager, MANAGE – for facilitating smooth takeover by the agency
4. File Copy

Yours faithfully,


(SHRIDHAR KHISTE)
Dy. Director (ADMN.)

For SURABHI FAMILY RESTAURANT

 PROPRIETOR



SL.NO	DAILY MENU SCHEDULE
A.	BED TEA / COFFEE / MILK - [M1.1]
B.	BREAK FAST - [M1.2]
i.	South Indian and North Indian items like: Idly, Vada with Sambar and Chutney or Masala dosa with Sambar and Chutney or Vegetable Upma with Sambar and Chutney or Pongal with Sambar and Chutney or Plain Parathas with Sabji and Pickle or Stuffed Parathas with Curd and Pickle or Poorie with Subji or Chole Bhatura and Pickle or Poha
ii.	Eggs (boiled, fried, poached and omlets) Bread with Jam and butter
iii.	Cornflakes / Porridge with hot / cold milk
iv.	Tea/coffee
C.	Forenoon Tea / Coffee / Milk with one salty and one sweet cookie (Should be of a reputed bakery such as Karachi Bakery, Bikanerwala etc.) - [M1.3]
D.	LUNCH with following items: - [M1.4]
i.	One Salad among the following: (Green / Tossed / Sprouted / Aloo Chana Chat / Aloo chat / Cucumber / Russian Salad / waldroff etc.)
ii.	Papad or Roast papad or Fryums etc.,
iii.	Pickle or Fresh Chutney
iv.	One of the following Wheat Product items: Tandoori Roti/ Naan/ ButterNaan/ Poorie/ Phulka/ Roomali Roti/ Chapathi/ Jowar Roti/ Lacha paratha or any other millet products as may be specified for particular occasions
v.	Plain Rice
vi.	Special Rice on Sunday: Fried Rice/ Peas Pulao/ Vegitable Pulao/ Aloo ki Tahitri/ Palak pulao/ Zeera rice/ Bisibellabath/ Vangibath / Biryani with Basmati Rice
vii.	First Vegetarian Dish from among the following: Malai Kofta/ Palak paneer/ Paneer butter masala/ Paneer Bhurji/ Mushroom curry/ Gobi and Baby corn Masala/ vegetable kurma/ Gobi Manchiria/ veg. manchuria etc.
viii.	Second Vegetarian dish from among the following Seasonal Vegetables: Bhendi / Brinjal / Mixed vegetable curry etc.,

For SURABHI FAMILY RESTAURANT

PROPRIETOR

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Dr. Director (Admin) MVA/DE

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ix.	Third Vegetarian dish- One among the following Lentils like: Dal / Chole / Rajmah / Dal Makhani /Sambar etc.,
x.	Chicken/Mutton/Fish (Dry or with Gravy) curries or Chicken/Mutton Biryani
xi.	Rasam
xii.	Plain Curd when Special Rice is not served or Raitha (Onion/Boondi) when Special Rice is served Or Dahi wada
xiii.	Dessert (Only one Dessert item per meal) <u>Either Fresh Fruits or Sweet or Ice Cream</u> (i) Seasonal fruits: Papaya/Orange/Apple/ Pineapple/Banana/Seedless grapes/Water melon/Muskmelon/Mango/Custard apple / Chikko) (ii) Indian Sweets –Rasgulla / Gulab jamoon / Gaajar ka halwa / Fruit custard / Fruit salad/Cream caramel/ Trifle pudding (iii) Ice Creams -Kwality/Amul (Vanila / Strawberry / Chocolate) <u>[Butter Scotch Ice Cream to be served once a week]</u> (Note: Same dessert item shall not be served twice on the same day and on the subsequent day too)
E.	AFTERNOON Tea / Coffee / Milk with one salty and one sweet cookie (Should be of a reputed bakery such as Karachi Bakery, Bikaneerwala etc.) - [M1.5]
F.	Evening Tea/Coffee with one of the following items of Snacks– [M1.6] Aloo Tikka/ Vegetable cutlet/Veg. Corn Rolls/ Pakoda (Aloo, Onion, Palak, mix pakodas) /Mixture/Samosa / Namak Para/ Aloo Bonda/ Vegetable or Cheese Sandwich or Aloo Sandwich/ Masala vada/ Kachori/ Poha / Finger chips (French fries)/ Mirchi Bajji/ Moong Dal vada/ Potato Chips/ Maggi or Noodles/ Murukulu/ Chudua/ Burger/ Punugulu/ Masala Samosa/ Sprouts (mixed) with onions, little chilly with Chutney/ Muntha masala etc.,) with appropriate sauce or chutney
G.	DINNER with following items: - [M1.7]
i.	One Salad among the following: (Green / Tossed / Sprouted / Aloo Chana Chat / Aloo chat / Cucumber / Russian Salad / waldroff)
ii.	Papad or Roast papad or Fryums etc.,
iii.	Pickle or Fresh Chutney
iv.	One of the following Wheat Product items:

For SURABHI FAMILY RESTAURANT

PROPRIETOR

Signature

अ. निदेशक (प्रशासन) मेनेज
Dr. Director (Admin) MANAGE

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	Tandoori Roti/ Naan/ ButterNaan/ Poorie/ Phulka/ Roomali Roti/ Chapathi/ Jowar Roti/ Lacha paratha or any other millet products as may be specified for particular occasions
v.	Plain Rice
vi.	Special Rice on Monday and Wednesday: Fried Rice/ Peas Pulao/ Vegitable Pulao/ Aloo ki Tahitri/ Palak pulao/ Zeera rice/ Bisibellabath/ Vangibath)
vii.	First Vegetarian Dish from among the following: Malai Kofta/ Palak paneer/ Paneer butter masala/ Mushroom curry/ Gobi and Baby corn Masala/ vegetable kurma/ Gobi Manchiria/ Veg. manchuria etc.
viii.	Second Vegetarian dish from among the following Seasonal Vegetables: Bhendi / Brinjal / Mixed vegetable curry etc.,
ix.	Third Vegetarian dish- One among the following Lentils like: Dal / Chole / Rajmah / Dal Makhani /Sambar etc.,
x.	Chicken/Mutton/Fish (Dry or with Gravy) curries or Chicken/Mutton Biryani
xi.	Egg Curry on Tuesday and Friday
xii.	Rasam
xiii.	Plain Curd when Special Rice is not served or Raitha (Onion/Boondi) when Special Rice is served Or Dahi wada Dessert
xiv.	<p>(Only one Dessert item per meal)</p> <p><u>Either Fresh Fruits or Sweet or Ice Cream</u></p> <p>(i) Seasonal fruits: Papaya/Orange/Apple/ Pineapple/Banana/Seedless grapes/Water melon/Muskmelon/Mango/Custard apple / Chikko)</p> <p>(ii) Indian Sweets –Rasgulla / Gulab jamoon / Gaajar ka halwa / Fruit custard / Fruit salad/Cream caramel/ Trifle pudding</p> <p>(iii) Ice Creams-Kwality/Amul (Vanila / Strawberry / Chocolate)</p> <p><u>[Butter Scotch Ice Cream to be served once a week]</u></p> <p>(Note: Same dessert item shall not be served twice on the same day and on the subsequent day too)</p>

Note on Non-Vegetarian (NV) Items: The NV items will have to be served thrice a week i.e. during dinner time on Monday and Wednesday, and during lunch time on Sunday. The demand from the students for NV will be ascertained during the beginning of the academic year. However, the demand from the Officers will be ascertained by the Hostel Manager at the check-in time into the hostel. Thus, the total demand for NV items (from Students + Officers) will be communicated to the caterer in advance.

For SURABHI HOSTEL RESTAURANT

PROPRIETOR

Signature

अध्यक्ष (प्रशासन) मैनेज

Dr. Director (Admin) MANAGE

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ANNEXURE-II

S.NO	INTERNATIONAL DAILY MENU SCHEDULE [IM]
H.	BED TEA / COFFEE / MILK – [IM 1.1]
I.	BREAK FAST - [IM 1.2]
i.	Fresh Juice, Bread Butter & Jam, Corn flakes with Milk, Cut-fruit, Boiled Egg / Omelet/Half-fried Egg/Scrambled Egg with Tea/Coffee/Milk
ii.	Forenoon Tea / Coffee / Milk with salty and sweet cookies (Should be of a reputed bakery such as Karachi Bakery, Bikaneerwala etc.) – [IM 1.3]
J.	LUNCH & DINNER with following items: - [IM 1.4]
i.	One Salad (Green/ Tossed/ Sprouted/ Aloo Chana Chat/ Aloo chat/ Cucumber/ Russian Salad/ Kimchee/ waldroff etc./)
ii.	Fresh Juice
iii.	Soup (Sweet Corn Veg. soup/Chicken Cantone Soup/Hot N Sour Soup/Chicken Noodle Soup/Manchow Soup/Chicken Soup/Cream of Tomato soup/Hot Garlic soup/Tomato soup with Bread sticks/Lemon Orriander soup/Hot N Sour Chicken Soup/Mushroom soup)
iv.	Special Rice (Veg Fried Rice/Kaju Fried Rice/Chicken fried rice/Keema fried rice/Brown onion fried rice/Butter fried rice/Chana fried rice/Egg fried rice/Corn fried rice/Peas fried rice/Veg. noodles/Zeera fried rice/Egg nodles/Chicken fried rice)
v.	French Fries/ American Corn (Readymade)
vi.	Veg Stew/Buttered vegetables/Chicken Maryland/Chicken fry/Mutton Stew/Boneless Fish fry/Buttered Chicken/Roast Chicken/Mutton Roast/Butter Pepper Mutton
vii.	Plain Rice
viii.	Butter Dal/Rajma/Plain Dal/Dal Makhani/Dal fry/Dal Tadka/Lemon Dal/Chana Dal/Moong Dal.
ix.	Grilled Potatoes/Continental Lady Finger/Aloo 65/Veg Manchuria/Baby Corn Mushroom/Veg. Cantonese/Crispy Veg/Carrot Beans.
x.	Ice Cream/Fruit Salad/Banana/Water melon/Cut Apple/Seed-less Grapes/Pine Apple/Papaya.
K.	AFTERNOON
i.	Tea / Coffee / Milk with salty and sweet cookies (Should be of a reputed bakery such as Karachi Bakery, Bikaneerwala etc.) – [IM 1.5]
ii.	Evening Tea / Coffee with Snacks item) – IM 1.6] (any one of the following) Aloo Cutlet with Tomato Sauce Or Plum Cake with Wafers Or Karachi Fruit Biscuit and salt biscuits Or Veg. Sandwich with sauce Or Egg puff with sauce Or Fried pea nuts Or Spinach Pakoda with sauce with appropriate sauce or chutney

For SURABHI FAMILY RESTAURANT

 PROPRIETOR

 Dr. Director (Admin) MANAGE