



**INDIAN INSTITUTE OF TECHNOLOGY
(BANARAS HINDU UNIVERSITY)
VARANASI-221005**

**EXPRESSION OF INTEREST FOR PROVIDING HOUSE KEEPING AND
CATERING SERVICES FOR GANDHI TECHNOLOGY ALUMNI CENTRE
(GTAC) AND IIT(BHU) CAFETERIA**

Ref No.

: IIT(BHU)/Admin./EOI/2018-19/01

Dated: 24th July, 2018

LAST DATE OF SUBMISSION OF EOI : 14th AUGUST, 2018 (BY 05:00 PM)

INTRODUCTION

Indian Institute of Technology (Banaras Hindu University) an Institute of National importance under the ministry of Human Resource Development, Government of India desire to outsource its **“House Keeping and Catering Services for Gandhi Technology Alumni Centre (GTAC) and IIT(BHU) Cafeteria.”**

The Institute hereby invites sealed Expression of Interest (EOI) from interested and eligible parties for **“providing House Keeping and Catering Services for Gandhi Technology Alumni Centre (GTAC) and IIT(BHU) Cafeteria.”**

General Terms and Conditions:

Procedure for Submission:

1. The sealed envelope with Annexure-1 & Annexure-2, super scribed as **“EOI for providing House Keeping and Catering Services for Gandhi Technology Alumni Centre (GTAC) and IIT(BHU) Cafeteria”** should reach the **Registrar, IIT(BHU)** before or on the due date and time. Those who send the EOI documents by post, have to ensure that the documents reach before or on the prescribed time and date. The Institute will not take any responsibility under any circumstances for courier/postal delays.
2. The Technical Evaluation committee of the Institute constituted for the purpose shall assess the EOIs with respect to the ability of the agencies to render the requisite services based on interested party’s profile, rating and any such other criteria as it may fix.
3. The techno financial bid document will be issued to the qualified Companies/Firms/Agencies after evaluation of EOI.
4. Each page of the EOI documents must be signed.
5. EOI which are late/vague/conditional/incomplete/not confirming to the laid down procedure in any respect will be rejected.
6. EOIs sent by fax & E-mail will not be considered.
7. IIT(BHU) reserves the right to modify/change/delete/add any further terms and conditions prior to issue of agreement.

Schedule of Requirements:

The Requirements for IIT(BHU) GTAC

HOUSE KEEPING SERVICES

1. All rooms are to be provided with the following items at any point of time (Record to be maintained for verification):

- a. Bed Sheet
- b. Bed Cover
- c. Pillow Covers
- d. Blanket
- e. Blanket linen
- f. Bath Towel
- g. Hand Towel
- h. Tumblers (Glass)
- i. Coasters
- j. Hangers
- k. Bucket
- l. Foot Mat
- m. Mug
- n. Dustbin
- o. Bath Mat
- p. Dustbin
- q. Fridge (In Single & Double rooms)
- r. Electrical Kettle
- s. Induction Stove
- t. TV with Remote

u. Telephone

2. Following toiletries and consumable for each room per new occupant:

a. Bath Soap 10-15gms

b. Shampoo Sachet

c. Oil Sachet

d. Disposable comb, tooth brush & paste (small size).

3. The consumables for each room per day

a. Coffee, Tea, Milk and Sugar Sachets

b. Two bottles of 500 ml mineral water (Bailey/Kinley/Aqua Fina)

4. Following items are replenished in each room

a. Goodnight/All-out mosquito repellent with refills

b. Toilet Tissues Rolls (2 nos.)

c. Room fresheners

d. Naphthalene balls

e. Battery Cells (in working condition) for TV, Wall Clock and AC remotes.

Areas for cleaning services to be covered include:

- Utility areas, fire exits, stairways, terrace, car parking and external areas
- Higher floor gloss levels – VIP Suites, Banquet area, Dining area, Pantries, Reception areas, Lobbies

Hygiene Standard: Areas where a high hygiene standard is mandatory –Toilets, kitchens,

- Pantry, vending areas, Waste bins, hidden surfaces, hinges, underside of workplaces etc to be maintained free of dirt, stains, waste matter, watermarks and scale using appropriate cleaning and sanitizing materials.

Types of Cleaning

- Routine Cleaning: Cleaning tasks to ensure that offices, toilets, meeting areas, public areas

& all other routine work areas, furniture & floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

- Reactive Cleaning: Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities. Periodic Cleaning: Activity includes all deep cleaning and periodic cleaning activities of the communal & public areas and activities that require more frequent cleaning than routine cleaning including kitchens, vending points and cafeteria.

- Zoning: The Frequency of daily cleaning should be divided into 3 zones:
 - Green Zone - Cleaning -mechanically / manually. Frequency – Once a day.
 - Red Zone- Cleaning - mechanically / manually. Frequency – Once a day minimum followed by further cleaning upon requests / instructions.
 - Yellow Zone - Cleaning - once at commencement of shift& repeated till the end of the shift. Busy areas with continued upkeep like Lobby, Dining area, Corridors, Kitchens, Pantry, Passages etc.

* Colour code to be applied for cleaning tools for different areas.

* Colour coding of each type of waste with specific colour bins for easy identification by users.

* Go-green initiatives should be a part of the mission with the usage of eco - friendly branded cleaning chemicals.

The service of the House-keeping is round-the-clock operation. It includes the followings

CLEANING SERVICES

All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made.

The following jobs are to be carried out under Cleaning Service:

Daily Cleaning:

1. Sweeping of the entire premises;
2. Damp moping of tiles, vitrified floors, staircases, sidewalls, corridors, passages;

3. Dusting of desk, table, chair and furniture located in the rooms occupied;
4. Special attention will be paid to the cleaning of wash basins.
5. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants;
6. All the wash basins, toilets pans should be kept stain free using harpic/sanifresh etc;
7. All surfaces shall be free of germs, soap and mud at the wash rooms;
8. Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area;
9. Cleaning of Door mats;
10. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets;
11. Emptying all waste paper baskets from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located;
12. All waste wet and dry from waste paper baskets, kitchen, dining halls etc. will be collected and disposed-off as per the guidelines every day.
13. Cleaning of bath fittings with silvo.

Weekly Cleaning:

1. All glass doors, windows of the premises would be cleaned using damp and dry method;
2. Glass table tops, doors partitions and glass accessories would be cleaned using solvent;
3. Cleaning of photos, sculptures, panels, glass/board partitions etc.;
4. Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/ brasso/silvo etc.
5. Dusting /cleaning of Venetian blinds.

Monthly Cleaning:

1. To remove cobwebs from the entire premises wherever they exist;
2. Scrubbing of all floor areas;
3. Carpets in Guest Rooms if any to be cleaned with shampoo by an experienced personnel;
4. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;
5. Washing/dry cleaning, ironing and refitting of curtains.

List of Cleaning Agents to be used:

1. Dusting Cloth
2. Scrubbers with handle
3. All Purpose Cleaner
4. Dust pan
5. Window Glass Cleaner
6. Dust brushes
7. Window Applicator
8. SS Scorch pads/steel wool
9. Window Squeeze
10. Nylon brooms with sticks
11. Garbage bags large
12. Floor dust mops with holder
13. Garbage bags medium
14. Feather duster
15. Garbage bags small
16. Spray bottles
17. Air Freshener
18. Toilet brush
19. Insect Killer
20. Hand brush
21. Naphthalene Ball
22. Plastic buckets
23. Dettol
24. Extension pole for glass cleaning
25. Deodorant / fresheners
26. Garbage bins of different colours of 100 ltrs.
27. Toilet paper rolls
28. Harpic/Flush Clean
29. Single Disk Scrubber

TOILETS:

a. All the toilets shall be cleaned and made fit for use by 7.45 a.m. on all working days. The areas in the Guest House which are to be cleaned daily, the first cleaning

operation in all aspects shall be completed and made fit to use by 8.45 a.m. All periodical operations shall be executed continuously. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned four times daily.

b. Toilet fresheners and urinal cubes shall be put in all toilets.

c. The electrical fittings like tube lights, exhaust fans etc. and tiles shall be cleaned once in a week.

d. The pipeline shafts in all parts of the building shall be cleaned once a week and sometimes during middle of the week, if need be.

e. A performance Report has to be prepared and will be verified by the board nominated for the purpose by the competent authority.

COMMON AREA:

a. The corridor area, staircase, its railings shall be cleaned and mopped thrice a day. The corridors and staircases shall also be cleaned using a scrubber once in a week.

b. The electrical fittings like tube lights exhaust fans etc. in the corridor, staircases and lifts shall be cleaned once in a fortnight.

c. The doors, windows, glass, partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean once in a week.

d. Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.

e. The basement and surroundings of these buildings including car parking, Two-wheeler sheds etc. shall be cleaned daily. They should be totally free from dead/dropped leaves and litters.

f. Cobwebs, honey combs etc. if found or reported anywhere shall be removed immediately. Fumigation, fogging and spray of pesticides shall be done once in a month to control mosquito and cockroach infestations. Periodical measures shall be undertaken to prevent rodent menace.

g. All rubbish and waste items that get accumulated at the canteen/toilets/ corridors/ open spaces/lawn and staircases shall be relocated periodically to the dumping points set up by the Department/Municipal Corporation and there shall be no left-over at the end of the day and it has to be dumped outside the Building complex by lifting those accumulated garbage using its own equipments/vehicles by the company/agency/firm. The exterior area of building premise also shall be cleaned every day.

Items required

1. Liquid Soap (Dettol/Life boy/Lux)
2. Lizol/Domex Floor cleaner
3. Colin or Glass Cleaner
4. Duster Cloth
5. Soft Broom
6. Coconut Broom
7. Harpic
8. Mop Stick/PINZA Mop
9. Air Freshener/Odonil
10. Toilet napkins
11. Garbage Bag Big
12. Garbage Bag Small
13. Toilet Brush with Stand
14. Squeezer
15. Scrub Pad
16. Mugs
17. Dust Pan
18. Toilet Roll
19. Paper Napkins (Soft 2/4 ply)
20. Air Freshener/Spray Refill
21. Mosquito Spray
22. Detergent Cake
- 23.. Detergent Powder
24. Baskets

DINING HALL / FOOD ARRANGEMENT

Services in dining table for all meals:

BREAKFAST (7.00 AM – 9.30 AM)

Type A (Continental)

- (a) 125 ml fresh juice seasonal fruits/125 ml canned fruit juice
- (b) Selection of cereals (cornflakes or oat meal with milk/sugar/honey)
- (c) Baked Beans/Sprouted Grains/Continental Veg Salad/Cut Fresh Fruits (1 number banana/Seasonal fruit)
- (d) 4 nos. slices of bread plain (Brown/White)
- (e) Butter and Preserves of Brand as specified (in pouch/sachet)
- (f) Milk – 200 ml (hot/cold with Horlicks/Bournvita) or Tea/Coffee/Milk (with separate Milk and Sugar Sachet)

Or Type B (North Indian)

- (a) 125 ml fresh juice seasonal fruits/125 ml canned fruit juice
- (b) Selection of cereals (cornflakes or oat meal with milk/sugar/honey)
- (c) 2 nos. slices of bread plain (Brown/White) with butter and jam
- (d) Medium sized puri/paratha/bhatura/kulcha/kachori with aloo tomato bhaji/seasonal vegetables (e) Fresh Fruit (1 number banana/seasonable fruit)
- (f) Milk – 200 ml (hot/cold with Horlicks/Bournvita) or Tea/Coffee/Milk (with separate Milk and Sugar Sachet)

Or Type C (South Indian)

- (a) 125 ml fresh juice seasonal fruits/125 ml canned fruit juice
- (b) Selection of cereals (cornflakes or oat meal with milk/sugar/honey)
- (c) 2 nos. slices of bread plain (Brown/White) with butter and jam
- (d) Masala Dosa/Upma/Uthapam/Idlies/Vadas(All South Indian Dishes will be served along with its components)

(e) Fresh Fruit (f) Milk – 200 ml (hot/cold with Horlicks/Bournvita) or Tea/Coffee/Milk (with separate Milk and Sugar Sachet) * Breakfast buffet will be served to the guest as a combination of two types of Breakfast (Type A/Type B/Type C) on a daily basis.

LUNCH / DINNER (LUNCH: 12.30 PM – 2.30 PM) (DINNER: 8.00 PM TO 10.00 PM)

- (a) Soup
- (b) Indian Bread (Roti(Plain & Buttered),Tandoori Roti,Chappathi, Pulka, Paratha, Stuffed Paratha, Naan, Puri, Batura, Kachorisetc)
- (c) Flavored Rice (Biryani, Ghee Rice, Pulao, Tomato Rice, Jeera Riceetc)
- (d) Paneer preparation(with gravy, two seasonal vegetables dry)
- (e) Plain Rice (good quality raw/boiled), sambar, rasam
- (f) Dhal (different preparations) /Kadi
- (g)GreenSalad(Cucumbers/Tomato/Onions/GreenChilli/Cabbage/Carrot/Beetroots/Raddish/Lemons/Salad Greens etc)
- (h) Sambar, Raitha, Curd, Papad, Pickle
- (i) Dessert (Custard (Fruit), GulabJamun, Fruit Cream, Rasgulla, Rasmalai, Dahiwada, Malai Chop, Halwa (Gajar/Moong), Kheer, Semiya, Pastries, Burfietc)

MISCELLANEOUS

- (a) Tea/Coffee (with separate Milk and Sugar Sachet) in pot
- (b) Snacks: Sandwiches (Cheese/Chicken/Egg/Vegetables), Pakoda, Samosa, Cutlet, Finger Chips etc. (c) Soft Drinks
- (d) Mineral Water Light tea during meetings -Tea/ coffee (with separate Milk and Sugar Sachet) in pot), finger
 - chips, cookies, and mineral water. High tea during meeting - Tea/ coffee (with separate Milk and Sugar Sachet) in pot) snacks
 - Sandwiches (Cheese/Chicken/Egg/Vegetables), Pakoda, Samosa, Cutlet & Finger Chips, sweets & mineral water etc.

*** Variety should be maintained in serving of Breakfast/Lunch/Dinner and no repetition of menu is allowed for Breakfast/Lunch/Dinner served on the same day. A Schedule of weekly menu should be prepared in consultation with the designated official to ensure variety in Breakfast/Lunch/Dinner served to guests. All systems

and processes in Catering Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified human resources, state of art equipment's, eco-friendly cleaning products and proven processes. The results should be of a superior quality performance levels.

SNACKS & BEVERAGES

1. Tea
2. Coffee
3. Lassi of 100 gms. Curd
4. Sweet
5. Namkeen
6. Nimbupani (Sweet)
7. Plate of Pakoda apprx 150 gms
8. Bread Pakoda
9. Samosa/ Cutlet
10. Ready snacks
11. Soft drinks
12. Bottled water (when specifically requested by the guest)

Laundry Services

1. Bed Sheet/Bed Cover/Blank Linen
2. Pillow Cover
3. Blanket
4. Bath Towel
5. Hand Towel / Bath Mat (cloth)
6. Curtain (dry cleaning)
7. Cleaning of Upholstery (Sofa/chair)

Guest House Reception Services

The guesthouse reception desks are located at the entrance of the buildings and are open round the clock. The buildings are locked after midnight, and visitors must use the bell at the entrance to be let in.

Visitors staying at the guesthouses, when checking in, will be assisted with all formalities.

Meal Coupons: Participants who are entitled to receive meal coupons and arriving during the weekend at the guesthouses receive 5 coupons from the guesthouse reception. The Office issue the balance, when the completed registration form is presented.

Visitors without coupons may pay with cash.

Safe deposit boxes: Visitors may request for a safe deposit box from the reception desk.

Guest House payments: Visitors staying at the guesthouses should settle their bills (accommodation and any other charges) at the guesthouse cashier (reception desk) before their departure. Guesthouse accepts payments either in cash, by Debit/Credit cards (MasterCard, American express, Visa etc.)

Laundry Services: Visitors may use laundry services, after booking the room at the reception desks. Charges are extra.

Travel Desk: For the local city places, Taxies are available at the reception desks.

Others: Any other services falling under the scope of a guest house of premier Institute.

The Requirements for IIT(BHU) Cafeteria

Breakfast (8.00 AM – 10:30 AM)

- (a) 125 ml fresh juice seasonal fruits/125ml canned fruit juice
- (b) Selection of cereals (cornflakes or oat meal with milk/sugar/honey)
- (c) Baked beans/sprouted grains/continental veg salad/cut fresh fruits (1 number banana/seasonal fruits)
- (d) 4 nos. slices of bread (brown/white)
- (e) Medium sized puri/ paratha/bhatura/kulcha/kachori with allo tomato bhaji/seasonal vegetables/ Jalebi and dahi
- (f) Masala dosa/upma/uthapam/idlies/vadas(all south Indian dishes will be served along with its component).
- (g) Fresh fruit/Fresh Fruit Shake
- (h) Milk – 200 ml (hot/cold with horlicks/bournvita) or tea/coffee/milk (with separate milk and sugar sachet).
- (i) Tea/ Coffee/Lemon /Masala Tea

LUNCH (12:00 PM – 2:30 PM)

- (a) Soup
- (b) Indian bread (roti (plain & buttered), tandoori roti, chapatti, pulka, paratha, stuffed paratha, naan, puri, batura, kachori etc.,)
- (c) Flavoured rice(biryani, ghee rice, pulao, tomato rice, jeera rice etc.,)
- (d) Paneer preparation(with gravy, two seasonal vegetables dry)
- (e) Plain rice (good quality raw/ boiled), sambhar,rasakm
- (f) Dhal (different preparation)/ kadi
- (g) Green salad (cucumber/tomato/onions/green chillee/cabbage/carrot beetroots/raddish/lemons/salad greens etc.,)
- (h) Sambhar, raitha, curd, papad, pickle
- (i) Dessert (custard (fruit), gulabjamun, fruit cream, rasgulla,rasmalai,dahiwada,malai chop, halwa (gajar/moong), kheer, semiya,pastries,burfi etc.,)

** Rice, dal, vegetables are to be served in sufficient quantity for full diet.

Thali System:Chapati (Roti), Plain good quality Rice, Dal (Aaraher Dal,Chana Dal) ,Seasonal Vegetable, Salad, Papad, Pickle, Curd, Dessert.

Miscellaneous : All Time

- (a) Tea/coffee (with separate tea bags, milk, sugar sachet) in pot /Lemon Tea
- (b) Snacks: sandwiches (cheese/vegetables), pakoda, samosa, cutlet, finger chips etc.
- (c) Lassi (Fresh or packed), Butter Milk (Fresh or packed), Fruit Juices (Fresh or packed) and other related items.
- (d) Sweets –Chhena Sweets, Khowa Sweets, Jalebi, Halwa(Variety)
- (e) Aloo Partha, Paneer Partha, Fried rice, Choola rice, Batura & Choola
- (f) Fresh fruites shake
- (g) South Indian Dishes(Idlies ,Bada, Dosa, Uthapam,Upma along with its accompaniment Sambhar, chatni etc)
- (h) Bhujia (Lai,Chana,Chura,Namkin,Mongfali-Mixture)

Meeting

Light tea during meetings- tea/coffee (with separate milk and sugar sachet) in pot, finger chips, cookies/and mineral water.

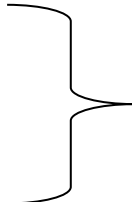
High tea during meeting – tea/coffee (withy separate milk and sugar sachet) in pot, snacks sandwiches (cheese/vegetables), pakoda, samosa, cutlet & finger chips, sweets & mineral water etc.,

Variety should be maintained in serving of Breakfast/Lunch & Miscellaneous- All time items and no repetition of menu is allowed. A schedule of weekly menu should be prepared in consultation with the designated IIT BHU official to ensure variety in breakfast/lunch& other miscellaneous items served to visitors.

All system and process in catering services should be designed to achieve the highest standards of hygiene and cleanliness through innovative approaches and

integration of trained and qualified human resources, state of art equipment's, eco-friendly cleaning products and proven process. The results should be of a superior quality performance levels. For standard and procedures refer Annexure V.

Agencies will also supply the following at different lecture theaters and Department of Mining of Metallurgical Engg of our Institute.

- 1- Tea/ Coffee
 - 2- Snacks
Cafeteria
 - 3- Sweets
 - 4- Packed Lassi / Butter Milk/ Fruit Juices
- 
- as served in Main

Guideline related to catering services

It is prime responsibility of the agency to provide excellent catering services as follows:

1. Morning tea/ coffee
2. Breakfast
3. Lunch
4. Evening teas & snacks
5. Special lunch and dinner on prior order
6. Light tea during official meetings/events on prior orders
7. High tea during official meetings/events on prior orders

The agency has to provide best quality food in hygienic conditions, to the in house guests and other institute officials, as required from time to time on chargeable basis.

All crockery's and cutleries etc. will be initially provided by IIT BHU for smooth operations. Thereafter, the sufficient quantity of the same should be maintained by the contractor at their own cost.

The timing for serving food, beverages etc., will be as follows:

Session Timing

TEA	ALL TIME
BREAKFAST	8:00 AM – 10:00 AM
LUNCH	12:00PM – 2:30 PM
EVENING TEA & SNACKS	5:00 PM – 7:00 PM

The agency shall also provide:

1. Official lunch at the specified location whenever required on order of the In-charge, GTAC designated person for whom payments will be made by concerned department/sections/school of IIT-BHU.
2. The agency has to ensure that only fresh prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of Prof. In-Charge /Officer In-Charge Cafeteria & Guest House or to his designated officials/persons that agency is not following the same, notice will be served to furnish explanation failing which the penalty will be charged and if repeated will be followed up by termination of the contract and all outstanding of the agency of IIT-BHU will be seized as penalty.
3. Fresh vegetables from near markets located only to be prepared in the Cafeteria or Guest House and served to guests. Proper care should be taken for perishable items which will be procured daily on need basis.
4. The agency has to ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
5. The agency shall comply with the food safety regulations, bye laws relating to preparation, preservation, and sale of food stuffs, soft drink and fresh meals and disposal of garbage, left over's etc., (same can be checked by the institute authority as and when required).
6. Soup and dishes served in lunch should not be repeated on next days. The item should be rotated in such a manner so that the food is palatable. Overall quantity of menu shall remain sufficient to the satisfaction of the IIT-BHU guests/visitors. Surplus food should be disposed of and should not be used in the next meal.

7. The menu shall be displayed in the morning. In case menu cannot be followed due to any genuine reason, the agency will have to intimate same to the guest/visitors and prior permission shall be obtained before changing the fixed menu from Prof. In-Charge /officer in charge or the designated officer.
8. Agency has to provide various items as per following makes or of its equivalent quality as specified below:-

- Rice- basmati of Kohinoor/ badsah/ heritage/Patanjali
- Atta-captain cook/ashirvad/Annapurna/pilsburry/fresh chakki atta/ Patanjali
- Masala –all masala powder should be agmark/ Patanjali
- Oil-refined sunflower oil of postman/ sun drop godrej/sweekar/ Patanjali
- Ghee-britania/vijaya/amul/ Patanjali
- Butter & cheese-amul/britania
- Papad-lizzat
- Pickle-priya/kisan/Maggie
- Jams-kisan/sil
- Sauces-magie/kisan
- Cornflakes-kellogs/wakefield
- Fresh milk-in polypack from local diary co./amul diary
- Tea-tajmahal/tata, twining, tettle(both tea bags + packet tea)
- Coffee-nescafe/bru/filter
- Rasgulla from reputed sweet houses of the city (for special orders)
- Gulabjamun-MTR, KC DAS and/or prepared from fresh khoya in Cafeteria or Guest House kitchen
- Biscuits 5-6 varieties of britania/ Patanjali
- Water – aquafina/bailey/kinley

Note: the agency will be provided with one time crockery/cutlery/frillings etc., by IITBHU. The agency will raise separate bills for supply of hot lunch ordered by different departments of IIT-BHU which will be paid by them on receipt of the bills on the approved given rates plus service taxes as applicable.

Broad outlines of special breakfast/ lunch/dinner

The contractor needs to provide special lunch as per official request from different departments of this institute.

The menu for the same as under shall comprise of continental/ Chinese/different Indian cuisine.

- Vegetable soup
- Veg starter
- Salad
- Dal (different preparation)
- Seasonal veg. (3 types including 1 paneer dish)
- Basmati rice or equivalent (different preparation)
- Indian breads (chapatti/tandoori/nan/paratha/poori etc.)
- Dahi/raita, papad, pickle
- Chutney
- Special deserts/sweets or special seasonal fruits

Note: the contractor also needs to serve super special menus (as required by the competent authority) occasionally during several institutional events.

Records and reports to be maintained by the contractor

Log book (daily/weekly/monthly)

Attendance register

Lost and found register

Staff training files

Staff orientation file

Menu card booklet

Machine pre maintenance service report

Cleaning checklist

Machine checklist

Kitchen Registrar

Medical box checklist

Staff personal data file

Suggestion /Complaint Register