

## EXPRESSION OF INTEREST (EOI)

### FOR MESS & CATERING SERVICES

AT

**Main Boys Hostel (MBH), Seth GSMC & KEMH**

**(For UG Students)**

Event	Date & Time
Issue of EOI	15-May-2026
Publishing on Website (kem.edu.in)	16-May-2026
Last Date for Submission	29-May-2026
Release of List of Eligible Participants for Tasting Round	3-Jun-2026
Tasting Round	9-Jun-2026
Release of Results	12-Jun-2026
Agreement Signing Date	16-Jun-2026
Commencement of Operations	To Be Decided

#### Main Boys Hostel

**Seth GS Medical College & KEM Hospital**  
**Acharya Donde Marg, Parel, Mumbai - 400012**  
**Tel: 022 2410 7000 | Website: www.kem.edu.in**

  
**Dr Mahesh Belhekar**

Warden, Main Boys Hostel,  
Seth GSMC & KEMH, Mumbai

Website:  
www.kem.edu.in  
Seth GS Medical College & KEM Hospital  
Acharya Donde Marg, Parel, Mumbai - 400012

  
**Dr Harish Pathak**

Dean,  
Seth GSMC & KEMH, Mumbai

**Dean, K.E.M.H. & Seth G.S.M.C.**  
**Parel, Mumbai - 400 012.**

Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH

## Introduction

Seth GSMC and KEMH (Seth GSMC Brihan-Mumbai Municipal Corporation Institute), a tertiary health care teaching hospital located at Parel, Mumbai and one of the apex healthcare institutes established by the BMC in the year 1926, would like to outsource the following Services for Institute's day-to-day activities at MBH by inviting offers/bids:

EOI No.	Brief Description of Services
MBH/MESS/0001/05/2026	Mess in Main Boys Hostel providing breakfast, lunch, snacks, dinner etc. for UG Students of Seth GSMC & KEMH, Parel, Mumbai

## Submission of EOI

EOI(s) should be sealed and superscripted with EOI Number and addressed to:

**Warden, Main Boys Hostel,  
Seth GSMC & KEMH, Acharya Donde Marg, Parel, Mumbai – 400012**

The sealed EOI(s) should reach the above address by 29-May-2026 at 3:00 PM through college dispatch. The Technical Bid will be opened on the designated date by the Hostel Committee. The bidder(s) or their authorized representative(s) may remain present at the scheduled date and time. In case the appointed date is declared a Holiday, the next working day shall be applicable for Opening of EOI.

The EOI will be evaluated based on marks obtained by the Bidders in the Technical evaluation. The menus and rates of Catering services are fixed by the management. One bidder will be selected for operating one mess facility. The name of the technically qualified bidder shall be hosted on the website of Seth GSMC and KEMH. No paper publication shall, however, be made for this.

**Any change/corrigendum pertaining to this EOI shall be displayed on our website [www.kem.edu.in](http://www.kem.edu.in). The bidders are requested to watch the website from time to time before submission of their bid.**

## EOI Details

**This EOI will be known as EOI for MESS and CATERING SERVICES, at Main Boys Hostel, Seth GSMC and KEMH (For UG Students).**

1. Seth GSMC and KEMH invites EOI for selection of mess and catering agreement (1 no.) to run one mess for breakfast, lunch, evening snacks, dinner for UG Students in the Campus of Main Boys Hostel of Seth GSMC Mumbai. The successful Agreementor / Service Provider shall be given one Mess to run.
2. **Agreement Duration:** The duration of the agreement shall be initially for a period of 1 (ONE) year from the date of award of agreement and extendable up to another 1 (one) year on mutually agreeable terms & conditions. The first three months shall be a trial period and

## Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH

on satisfactory completion, the agreement will automatically be extended for the remaining months of the year. A satisfactory performance extension will be made for another 1 (one) year. However, in case of any defaults or negligence under such agreement the hostel mess committee may suggest to the Seth GSMC and KEMH, Mumbai authority to impose fine or penalty or termination of the agreement.

3. A committee constituted by the Dean, Seth GSMC and KEMH shall evaluate the technical bids and declare the qualified bidders. The committee will evaluate the bids and their decision will be binding upon all bidders who have submitted their bids.
4. Bidders interested in the above-mentioned agreement are required to submit their EOI documents duly signed and sealed on each page.
5. The bid documents should be submitted in a sealed envelope superscribed as "EOI for Mess and Catering Service at Main Boys Hostel, Seth GSMC and KEMH Mumbai" and the bidder should write its name & address on the envelope. [Address: "Warden, Main Boys Hostel", Department of Clinical Pharmacology, 1st Floor, New M.S. Building, Seth GSMC & KEMH, Acharya Donde Marg, Parel, Mumbai – 400012]. The completed Bid document must reach the above address within the scheduled date and time.
6. The Technical Bid will be opened on 01-Jun-2026 at 3:00 PM. Bidders or their authorized representatives are requested to be present at the time of opening of the bids. Authorized representatives should carry their authority letter and identity proof.
7. Technical evaluation of the bids submitted will be done and submitted documents will be checked. The highest mark holder will be selected as the successful bidder and the agreement will be awarded to them.

## **2. Scope of Work and General Terms & Conditions**

**Parallel Agreement:** One caterer to be selected to run the Mess of Main Boys Hostel, Seth GSMC and KEMH Mumbai. The vendor shall be given opportunity for the first 3 (three) months.

1. The selected Caterers must serve the food in the dining hall of Main Boys Hostel as and when required. Space for cooking will be provided. The Service Provider shall bear all the expenses towards the purchase of brooms, floor/area sanitizer like phenyl etc. for maintaining cleanliness of the highest standard. The Service Provider shall make his own arrangement for utensils, cooking gas, crockery, cutlery, glasses, and other kitchen equipment. Good quality paper-made disposables should be used for serving tea/coffee etc. instead of plastic materials. The Service Provider shall use commercial LPG cylinders as mandated under the LPG (Regulation of Supply & Distribution) Order, 2000. Use of domestic LPG cylinders in a commercial establishment is illegal and strictly prohibited. All cooking equipment shall be BIS-certified and appropriate for commercial kitchen use. Electrical heating appliances including ovens, hotplates, and microwaves shall NOT be installed or operated without prior written permission from the Assistant Engineer (M&E). Any approved electrical appliance must comply with applicable safety standards and its usage shall be at the sole risk and responsibility of the Service Provider.
2. The agreement may be terminated by the Service Provider after giving a notice of three months, whereas Seth GSMC and KEMH Mumbai can terminate the agreement after giving one month notice period. Notwithstanding the above, Seth GSMC and KEMH Mumbai reserves the right to

**Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH**

terminate the agreement immediately and without notice in cases of gross food safety violation, fraud, adulteration, or court/regulatory order.

3. There will be empanelment of Bidders. The next two bidders according to marks obtained shall be kept as empaneled Bidders. In case of any unforeseen circumstances, the empaneled Bidders shall be given a chance to operate the mess.
4. No compensation will be allowed due to fluctuation in the market rates of material and labor. There will be no escalation of rates of the different items as quoted. The rates quoted by the Service Provider shall remain unchanged during the agreement period. However, the price may be revised after one year of operation depending on prevailing market conditions on mutually agreeable conditions after discussion with the Hostel authorities.
5. The amount of penalty/fine if any imposed upon the Service Provider and any damage caused to the property of Seth GSMC and KEMH Mumbai will be borne by the Service Provider. In case of any lapses in service delivery and quality, the agreement shall be terminated by serving 3 months' notice.
6. The Service Provider, whose EOI is accepted, has to sign an agreement on non-judicial stamp paper worth Rs. 500/- (Rupees Five Hundred only) with Seth GSMC and KEMH Mumbai within 10 days of issuance of Work Order, failing which the work order will be treated as cancelled.
7. The agreement comprises the necessary arrangement of all raw materials required for preparation of breakfast, lunch, dinner, snacks, beverages, sweets, preparation of items mentioned in Appendix A and serving the prepared food to students and mess staff, including provision of all materials, equipment for preparation, serving of articles, free room service at Main Boys Hostel at all times, and cleaning of utensils. This will also include transportation, cost of materials and labor charges. The Service Provider shall make his own arrangement for safe preservation (in refrigerator) of materials and accommodation for his staff etc.
8. The Service Provider shall maintain the quality of preparation of food, fresh availability of items & other hot and cold beverages as per the mess management committee requirement.
9. The Service Provider shall ensure the availability of clean, potable normal and cold drinking water free of cost to all mess users at all times during mess operating hours. Providing free drinking water is a statutory obligation under the Food Safety and Standards Act, 2006 and FSSAI guidelines, and the Service Provider shall comply with the same. Forcing or encouraging users to purchase packaged/bottled water in lieu of free drinking water is strictly prohibited and shall be treated as a violation of this agreement.
10. The operation, upkeep, regular servicing, and maintenance of the RO water purifier and water cooler unit installed in the mess premises shall be the sole responsibility of the Service Provider at its own cost. This shall include but not be limited to replacement of RO filters (every 2 months), RO membrane replacement, cleaning of cooler water tanks, and breakdown rectification within 24 hours of a complaint. Any failure to maintain continuous supply of drinking water shall attract a penalty as decided by the Hostel Authorities.
11. The Service Provider shall maintain the working hours of mess as laid down by the hostel authorities. The Service Provider will keep the premises clean as per the instructions of the hostel authorities on its own cost. The garbage as generated will be suitably disposed and no garbage will be piled up for more than one day.
12. The Service Provider shall maintain FULL HYGIENIC CONDITIONS in the mess in the storage, preparation and serving of eatables and in keeping the floor, furniture, utensils, crockery, cutlery

**Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH**

neat and clean, to maintain the standards and aesthetic values in the mess. The mess and its premises shall be kept clean and tidy. The garbage, peel-offs etc. should be disposed of as per norms of Brihan-Mumbai Municipal Corporation at the cost of the Service Provider/Caterer. Smoking, tobacco chewing and intake of liquor is strictly prohibited.

13. The Service Provider shall follow mandatory wet/dry waste segregation as per Solid Waste Management Rules, 2016 and BMC's solid waste guidelines. Wet (food) waste and dry waste must be collected in separate color-coded bins and disposed of through BMC-authorized means daily. Non-compliance shall attract a penalty as decided by hostel authorities.
14. The staff and the caterer will be provided uniforms with ID cards by the Service Provider during working hours and they will be required to wear uniforms and cap during working hours positively. Such persons should be free from contagious disease and maintain proper wearing of clean uniforms. No staff member below 18 years of age should be appointed by the Service Provider as it is prohibited under the Law.
15. The Service Provider shall ensure monthly professional pest control treatment of the kitchen, dining area, and storage areas by a licensed pest control agency. A logbook of pest control treatments (date, agency name, chemicals used) must be maintained and submitted quarterly to the Warden.
16. All kitchen and service staff employed by the Service Provider must possess a valid Medical Fitness Certificate from the Hospital, renewed every 6 months. Records of the same must be maintained at the mess premises and produced for inspection on demand by hostel authorities. Staff found suffering from contagious, communicable, or skin diseases must be immediately relieved from kitchen duties.
17. The Service Provider shall carry out the work in accordance with this agreement and with directives of hostel authorities and to the satisfaction of the administration. The hostel authorities from time to time may issue further instructions, detailed directions and explanations regarding the mess management.
18. The mess should run in the name of "Main Boys Hostel Mess" at Seth GSMC and KEMH, Mumbai and no other name should be used.
19. The hostel authorities shall have every right to inspect the mess without any notice and can seal the mess in case of violation of terms and conditions. The staff of the mess shall be the sole staff of the Service Provider and no relationship of master and servant shall exist between Seth GSMC and KEMH Mumbai and such staff.
20. The mess should run during the timings from 6:30 A.M. to 10:30 P.M. The Institute shall, however, reserve the right to revise the timings as per convenience.
21. The decision of the hostel authorities of the Institute regarding any matters pertaining to the mess shall be final.
22. The mess Service Provider shall hand over charge of all furniture, fixtures, fittings etc., in good condition to the Institute when the agreement is terminated.
23. The mess Service Provider shall pay the cost of damage, if any, caused to the premises, fixtures, fittings etc., during the period of agreement.
24. The hostel authorities may also authorize any other person of Seth GSMC and KEMH Mumbai to inspect the mess.
25. The agreement will be in force from the date of leasing the mess and expire on completion of the agreement period. No notice by the Institute is necessary and the mess Service Provider shall

## Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH

leave the mess premises with his employees immediately after completion of the specified date and shall not re-enter.

26. Seth GSMC and KEMH Mumbai permits the Service Provider to utilize the electrical and sanitary fittings, furniture, for the purpose of carrying out their obligations under this Agreement. However, any extra requirement is to be arranged by the Vendor/Service Provider only after the written permission of hostel authorities.
27. Seth GSMC and KEMH Mumbai reserves the right to accept or reject any EOI without assigning any reason thereof. The EOI which does not fulfil all or any of the above conditions or is incomplete in any respect shall be liable to be rejected. The Dean, Seth GSMC and KEMH Mumbai has the full and exclusive right to cancel the EOI at any point of time without assigning any reasons thereof.

### **3. General Rules Pertaining to the Daily Functioning of the MBH Mess**

#### **Mess Timings**

<b>Meal</b>	<b>Timing</b>
Breakfast	6:30 AM to 11:00 AM
Lunch	11:00 AM to 3:00 PM
Evening Snacks & Tea	4:00 PM to 6:30 PM
Dinner	7:00 PM to 10:30 PM

28. Limited salad will be provided during lunch and dinner. It will consist of lemon and any of the three (Tomatoes, cucumbers, onions, beetroots, carrots). Pickle to be provided with every meal.
29. Seasonal Chutney will be served with items like samosa, kachori, all types of chats etc.
30. Menu as decided by the mess committee will be strictly followed. The price of each item must be displayed on board in the designated places.
31. Caterers must have adequate facilities to provide food service facilities at the designated places in the main boys hostel without extra charges. However, when there is a need to supply food to the academic block or to the hospital, the caterer must do the same without any extra charges for packing.
32. The validity of the Bid/EOI document shall be for 180 days from the date of opening of the bid.

### **4. Brands of Consumables Permissible in Mess**

The caterer may use any other FSSAI or AGMARK approved brands only if permitted by the hostel authorities in writing.

<b>Item</b>	<b>Permitted Brands</b>
Salt	Tata / Annapurna / Nature Fresh
Spices	M.D.H. Masala / Satyam / Badshah / Everest / Ruchi
Ketchup	Maggi / Kissan / Del Mento / Prime

## Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH

Oil (Sunflower) / Vegetable Oil	Sundrop / Godrej / Saffola / Fortune / Emami Vegetable (Use of Hydrogenated/Vanaspati oil is PROHIBITED)
Pickle	Mother's / Pravin / Priya / Prime or similar
Atta	Aashirvaad / Pillsbury / Annapurna
Instant Noodles	Maggi / Top Ramen / Chings / Yippee
Flavoured Fruit Drinks	Real / Tropicana
Papad	Lijjat / Any handmade local brand
Butter	Amul / Britannia / Mother Dairy
Bread	Sanchi / Modern / Kwaliti / Wibs
Jam	Kissan / Maggi / Reliance
Ghee	Amul / Mother Dairy / Britannia / Pragati / Omfed
Shrikhand	Amul or similar
Milk	Gokul / Amul / Warna / Aarey or similar
Tea	Brook Bond / Lipton / Tata / Taaza / Reliance
Coffee	Nescafe / Reliance / Bru
Ice Cream	Amul / Mother Dairy / Kwaliti Walls or similar

### 5. General Structure of the Mess Menu

The following is the general structure of the menu. The rates for the same are fixed and should not be changed at any case during the tenure of the Agreement.

Meal	Rate (Rs.)
Veg Thali	Rs. 50.00
Non Veg -Chicken Thali	Rs. 75.00

### 6. Assignment & Subletting

33. The Service Provider shall not assign the agreement or any part thereof or any benefit or interest therein or thereunder without written consent of the Institute. The whole of the charge included in the agreement shall be executed by the Service Provider. The Service Provider shall be responsible for the acts, defaults and neglects of its employees or workmen. All workers engaged by the Service Provider will be solely his employees and the Service Provider will ensure compliance of all labor laws as applicable including payment of minimum wages. He will also comply with all other laws of the land as applicable. Seth GSMC and KEMH Mumbai will have no liabilities in this connection. The Service Provider will take care of all fire safety measures without fail.
34. The mess premises (inside and outside) should not be used for any other purpose except for running the mess and the walls and surroundings of the mess should not be used for display of wall posters, writings etc. The Service Provider is responsible for minor repair and replacement works with electrical fittings, sanitary items without any expenses to the Institute. The Service Provider should not be involved in transporting the cooked food from Seth GSMC and KEMH Mumbai premises to any other organizations/places.
35. The Service Provider should not transfer the management to any other individual or agency. The manager of the mess should be present at the premises and supervise the day-to-day affairs of the mess and shall not give scope for any complaints whatsoever. However, the hostel authorities

## Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH

will regularly inspect the mess premises and any deficiencies as detected by them should be addressed immediately, failing which a penalty will be imposed upon the Service Provider.

36. The Dean, Seth GSMC and KEMH Mumbai will have discretion to add or amend any conditions of this agreement at any time and the Service Provider will be bound to comply with the same. The same may be posted on the KEMH website.
37. The Service Provider will use an Electronic Billing Machine for the Token system to be displayed and used on a daily basis. Electronic payment facility to be introduced by the Service Provider for easy payments by the users.

### **7. Agreement Documents**

38. The agreement documents are to be mutually explanatory of one another and in case of ambiguities or discrepancies the same shall be explained and clarified by the Institute who shall thereupon issue to the Service Provider their interpretation and direction in what manner the work is to be carried out.
39. The Service Provider shall employ skilled and experienced persons in running the mess. No child labour will be employed by the Service Provider in the mess and the Institute shall be at liberty to object to and require the Service Provider to remove from the mess any person employed by the Service Provider in running the mess who in the opinion of the Institute is unbecoming of being employed in the mess. Such persons shall not again be employed in the mess without the specific permission of the hostel authorities.

### **8. Compliance of Statutory Liabilities**

40. **The license fee (rent) of premises has been fixed as Rs. 50,000/- (Indian Rupees Fifty Thousand only) for mess per month.** The license fee must be deposited positively on a monthly basis without fail before the 5th of every month. Otherwise, a penalty shall be imposed as decided by hostel authorities. If any Service Provider desires to visit the site, he may request in writing for the same.
41. **The security deposit for the mess would be Rs. 2,00,000/- (Indian Rupees Two Lakhs only).**
42. The rent and the security deposit will be deposited in the Main Boys Hostel bank account and the cheque should be drawn in favour of "Seth GS Medical College Boy's Hostel".
43. However, the license fee may change at any time as per the discretion of the hostel authorities. The Service Provider shall ensure that wages paid to his employees conform to the provisions of the Minimum Wages Act and other social security like EPF, ESIC etc. The Service Provider shall also ensure adequate rest and working hours as per norms to all his employees.
44. The Service Provider shall be totally responsible for all statutory liabilities including those relating to Weights and Measures and Prevention of Food Adulteration.

### **9. Settlement of Dispute**

All disputes related to mess lease, rent, management, maintaining hygiene and abiding rules and regulations framed by hostel authorities shall be settled amicably between Seth GSMC and KEMH

## Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH

Mumbai hostel authorities and the Service Provider. If amicable settlement fails and as required, an Arbitrator shall be appointed on mutual consent within the Institute by authorities of Seth GSMC and KEMH Mumbai. Any legal dispute if so arises shall be subject to jurisdiction of courts in Mumbai only.

### **10. Penalty Schedule**

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

#	Violation	Penalty
a	Non-availability / discouraging use of complaint register	Rs. 1,000/- per occasion
b	Insects / foreign objects found in any food item	Rs. 2,000/- per instance
c	Uncleaned utensils in a day	Rs. 500/- per day
d	Meal not cooked properly (as agreed by hostel authorities)	Rs. 500/- per instance
e	Use of substandard / expired / adulterated ingredients	Rs. 10,000/- per instance
f	Food stored or served at unsafe temperature (FSSAI norms)	Rs. 2,000/- per instance
g	Using unauthorized brands without prior written permission	Rs. 500/- per instance
h	Hygiene failure (minor)	Rs. 500/- per instance
i	Gross hygiene failure / negligence	Rs. 2,000/- per instance
j	Failure to maintain pest control logbook / skipped treatment	Rs. 1,000/- per month
k	Garbage not disposed within one day / waste segregation non-compliance (BMC SWM Rules 2016)	Rs. 1,000/- per day
l	Failure to display valid FSSAI license at mess premises	Rs. 1,000/- per day until complied
m	Operating without valid / expired FSSAI license	Rs. 5,000/- per day + immediate suspension of operations

**Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH**

n	Failure to display approved menu & prices on board	Rs. 2,000/- per instance
o	Overcharging students beyond fixed approved menu rates	Rs. 2,000/- per instance + immediate full refund to student
p	Personal hygiene discrepancy / misbehaviour by staff	Rs. 2,000/- per instance
q	Staff without uniform / ID card during duty hours	Rs. 500/- per staff member per instance
r	Kitchen/service staff without valid 6-monthly medical fitness certificate	Rs. 2,000/- per staff member per month
s	Employment of any person below 18 years of age	Rs. 25,000/- per instance + immediate termination + report to Labour Commissioner
t	Unauthorized person found in kitchen / food preparation area	Rs. 5,000/- per instance
u	Absence of proprietor / representative at Mess Meeting (with prior information)	Rs. 5,000/- per occasion
v	Non-submission of signed monthly feedback form by 5th of month	Rs. 1,000/- per day of delay
w	RO water purifier / cooler breakdown not resolved within 24 hours	Rs. 1,000/- per day
x	Electronic billing machine / UPI payment non-functional during operational hours	Rs. 1,000/- per day
y	Mess operating outside designated timings without written permission	Rs. 1,000/- per instance
z	Food cooked at MBH mess supplied outside hospital premises	Rs. 5,000/- per instance
aa	Inadequate manpower not communicated to authority after award of EOI	Rs. 5,000/- per day
ab	Damage to hostel property / furniture / fixtures	Full repair/replacement cost + Rs. 5,000/-

## Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH

ac	Unauthorized use of mess premises for non-mess purposes	Rs. 10,000/- per instance + termination notice
ad	Unauthorized posters / advertisements displayed in/around mess	Rs. 2,000/- per instance
ae	Delay in monthly license fee payment beyond 5th of month	2% penal interest per month on outstanding amount
af	Unauthorized subletting / transfer of management	Immediate termination + forfeiture of entire Security Deposit
ag	Three or more fines with no corrective effect	Termination after 15 days' notice (1 week during trial period)
ah	Same problem persisting for consecutive months after warning	Rs. 5,000/- warning penalty; termination notice if continues next month

### 11. Fine Recovery & Enforcement

#### A. **Security Deposit Structure:**

The total Security Deposit of Rs. 2,00,000/- (Rupees Two Lakhs) shall be maintained at all times during the agreement period. Of this, a mandatory minimum balance of Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand) shall remain intact and shall not be used for fine recovery under any circumstance. Only the balance Rs. 50,000/- (Rupees Fifty Thousand) shall serve as the usable penalty buffer from which fines may be deducted.

#### B. **Recovery of Fines from Penalty Buffer:**

All fines imposed under this agreement shall be recovered by deduction from the usable penalty buffer of Rs. 50,000/-. The Service Provider shall restore the penalty buffer to its full amount of Rs. 50,000/- within 15 days of any such deduction, thereby maintaining the total Security Deposit at Rs. 2,00,000/- at all times. Failure to restore the buffer within 15 days shall itself attract an additional penalty as decided by the Hostel Authorities.

#### C. **Cash Payment for Fines Exceeding Buffer:**

In the event accumulated fines in any given month exceed Rs. 50,000/-, the excess amount shall **not** be adjusted against the mandatory minimum deposit of Rs. 1,50,000/-. Such excess dues shall be paid in **cash / demand draft / NEFT/RTGS** within 7 days of the fine being imposed, over and above the monthly license fee. Failure to pay within 7 days shall attract penal interest @ 2% per month on the outstanding excess amount.

#### D. **Mandatory Minimum Deposit — Institutional Control Clause:**

The mandatory minimum deposit of Rs. 1,50,000/- shall be utilized by Seth GSMC & KEMH Mumbai only upon termination of the agreement, to recover outstanding dues, repair damages, meet transition costs, or onboard a replacement caterer. Until termination, this amount shall remain inviolable and shall not be touched for routine fine recovery.

## Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH

### **E. Right to Terminate on Non-Payment:**

If the Service Provider fails to:

- a. Restore the penalty buffer within 15 days, or
- b. Pay cash dues exceeding the buffer within 7 days, **or**
- c. Pay outstanding dues for two consecutive months

Seth GSMC & KEMH Mumbai reserves the right to terminate the agreement forthwith and forfeit the **entire Security Deposit of Rs. 2,00,000/-** towards partial/full recovery of dues.

### **Finality of Decision:**

The decision of the Warden / Hostel Authorities regarding the imposition, quantum, and recovery of any fine shall be final and binding. No dispute shall lie against such decisions in any forum other than the courts of Mumbai jurisdiction.

## **12. Termination of Agreement**

1. Caterers will submit Monthly Feedback duly signed by the Students' representatives (Hostel Secretary and UG Hostel Representatives) in the prescribed format and submit it by the 5th of every month to the Warden of Main Boys Hostel, Seth GSMC and KEMH Mumbai. Complaints, if any, will be mentioned in the monthly feedback form.
2. If some problem exists for consecutive months, then the Caterer will be served with a warning for Agreement termination and a penalty of Rs. 5,000/-.
3. If the same problem exists for another month, then the termination of agreement notice shall be served.

## **13. EOI Evaluation (Technical Evaluation of Service Facilities)**

The hostel authorities will have thorough analysis on the various aspects during evaluation and selection of one Bidder to run the mess as mentioned earlier.

## APPENDIX – A: Menu (For Mess)

### Breakfast (6:30 AM – 11:00 AM)

#	Item	Quantity	Availability
1	Tea / Coffee / Milk / Bournvita	150 ml	Daily
2	Boiled Eggs	2 nos.	Daily
3	Bread (White/Brown) with Butter & Jam	2 slices	Daily
4	One hot Maharashtra/South Indian dish (rotating)	1 plate (250g)	Daily
5	Dahi (Plain Curd)	1 cup (100g)	Daily
6	Cut Seasonal Fruits	1 bowl (100g)	Daily
7	Sprouted Matki/Moong / Chana	1 bowl (150g)	Daily
8	Paratha (Aloo / Methi / Plain) with pickle & dahi	2 nos. (60g total)	Min. 3 days/week
9	Poha / Upma / Shira / Sabudana Khichadi	1 plate (200g)	Min. 4 days/week
10	Idli (2 pcs) + Medu Vada (1 pc) with sambar & 2 chutneys	1 plate	Min. 4 days/week
11	Dosa (Plain / Masala / Rawa) with sambar & chutney	1 plate	Min. 3 days/week
12	Vada Pav / Misal Paav / Kachori / Samosa	2 pcs	Min. 3 days/week
13	Uttappam (Onion / Tomato / Mixed) with chutney	1 plate	Min. 2 days/week
14	Grilled / Veg Sandwich	1 piece (2 slices)	Min. 2 days/week
15	Seasonal Fruit Juice (freshly prepared)	1 glass (200 ml)	Min. 2 days/week
16	Pav Bhaji / Chole Bhature / Thalipeeth	1 plate	Min. 2 days/week

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### Lunch (11:00 AM – 3:00 PM) & Dinner (7:00 PM – 10:30 PM)

#	Item	Quantity	Availability
1	<b>Standard Veg Thali</b> (see composition below)	Full thali	Daily, both meals
2	<b>Chicken Thali</b> (see composition below)	Full thali	Min. 3 days/week
3	<b>Sunday Special Veg Thali</b> (see composition below)	Full thali	Every Sunday

**Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH**

4	Plain Rice / Jeera Rice / Lemon Rice (one per meal, rotating)	1 vati (150g)	Daily
5	Dal (Tadka / Fry / Palak / Masoor — rotating daily)	1 vati (150 ml)	Daily
6	Chapati / Phulka	3 nos. (30g each)	Daily
7	Seasonal Dry Sabji (rotating)	1 vati (150g)	Daily
8	Gravy Vegetable Curry (rotating)	1 vati (150 ml)	Daily
9	Dahi / Chaas (Buttermilk)	1 cup (150 ml)	Daily
10	Pickle + Papad	Standard	Daily
11	Salad (min. 3 vegetables, fresh)	4-5 pieces	Daily
12	1 Sweet item (Kheer / Halwa / Gulab Jamun / Basundi)	1 serving (100g)	Daily
13	Paneer Special Dish (Matar/Palak/Kadai/Bhurji)	1 vati (150g)	Min. 2 days/week
14	Egg Curry / Egg Bhurji / Anda Masala	2 eggs	Min. 3 days/week
15	Chicken Biryani / Egg Biryani with Raita	1 plate (300g)	Min. 1 day/week
16	Chinese - Rice & Noodles (Fried/Schezwan/Triple)	1 plate (300g)	Min. 1 day/week
17	Pulses special (Chana Masala / Akkha Masoor / Rajma)	1 vati (150g)	Min. 2 days/week
18	Ice Cream (Amul / Mother Dairy)	-	Daily (on MRP)

**Thali Compositions**

<b>Thali</b>	<b>Components</b>
<b>Standard Veg Thali</b>	Rice (1 vati) + Chapati/Paratha (3 nos.) + Veg curry + Dry sabji + Dal + Dahi + Pickle + Papad + Sweet + Salad
<b>Chicken Thali</b>	Rice (1 vati) + Chapati (3 nos.) + Chicken curry (2 pcs) + Boiled egg (1) + Dal + Dahi + Pickle + Papad + Sweet + Salad + Lemon & Onion
<b>Sunday Special Veg Thali</b>	Biryani/Pulav + Ajwain Paratha (2 nos.) + Paneer curry (4 pcs paneer) + Dry sabji + Dal Tadka + Shrikhand/Fruit Custard + Dhokla/Dahi Vada (1 pc) + Salad + Lemon & Onion

**Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH**

**Evening Snacks (4:00 PM – 6:30 PM)**

#	Item	Quantity	Availability
1	Tea / Coffee / Milk	150 ml	<b>Daily</b>
2	One Hot Snack (rotating — see below)	1 plate (200g)	<b>Daily (item rotates)</b>
3	Vada Pav / Samosa / Kachori	2 pcs	<b>Min. 3 days/week</b>
4	Bhel Puri / Sprouted Chaat / Ragda Pattice	1 plate (200g)	<b>Min. 2 days/week</b>
5	Grilled Sandwich / Veg Sandwich	1 piece	<b>Min. 2 days/week</b>
6	Pakoda (Onion / Mix Veg / Paneer)	1 plate (150g)	<b>Min. 1 day/week</b>
7	Dahi Puri / Sev Puri	1 plate (6 pcs)	<b>Min. 3 days/week</b>

**Universal Quantity Standards**

Component	Standard Quantity
Rice per serving	1 vati = 150g (cooked)
Chapati / Roti / Paratha	30g each (uncooked weight)
Curry / Dal / Gravy	150 ml per vati
Dry Sabji	150g per vati
Sweet item	100g per serving
Salad	Min. 4-5 pieces per meal
Tea / Coffee	150 ml per cup
Milk / Juice / Chaas	200 ml per serving
Chicken pieces in curry	Min. 2 pcs per serving
Paneer in curry	Min. 4 pcs per serving

**N.B.**

- Menu to be revised every 2 months after discussion with Hostel authorities.
- Rice to be served as Plain Rice / Jeera Rice / Lemon Rice on different days alternatively.
- The quantity and price to be decided by the Hostel authorities.

Notice Inviting EOI for Mess & Catering Services at MBH, Seth GSMC & KEMH

**Annexure – A: Bid Submission Format**

(To be typed on the Letter Head of the Bidding Firm)

To,  
The Dean  
Seth GSMC and KEMH Mumbai

Dear Sir/Madam,

In response to your Notice inviting EOI for Mess and Catering Services for UG Students at Seth GSMC and KEMH Mumbai, we are submitting our bid as under.

1. Name of the Catering Agency : \_\_\_\_\_

2. Constitution of Catering Agency : Proprietorship firm / Partnership firm / Ltd. Company

3. Contact person with designation (i.e. Sole proprietor / Partner / Director) :  
\_\_\_\_\_

4. Bank \_\_\_\_\_ Branch : \_\_\_\_\_

5. Contact Address : \_\_\_\_\_

(a) Land Line Contact Phone No. : \_\_\_\_\_

(b) e-mail address : \_\_\_\_\_

(c) Mobile No. : \_\_\_\_\_

6. Do you have a license for food processing/catering from the appropriate Authority? : Yes / No

7. Establishments where catering services are being provided at present:

(i) Name of the Government / PSU / Private Institute : \_\_\_\_\_  
Period from : \_\_\_\_\_

8. We have submitted all required Documents as per Check List under Annexure-C and other Annexures of bidding documents.

Date : \_\_\_\_\_

Signature of the Authorized person : \_\_\_\_\_

Name of the Signatory : \_\_\_\_\_ Place : \_\_\_\_\_

Designation : \_\_\_\_\_ Mobile No. : \_\_\_\_\_ Land Line No. : \_\_\_\_\_

Seal :

Address (Permanent):	Address (Correspondence):

**Annexure – B: Bidder Information Form**

#	Particulars	Details
1	Trade Name of the Bidder	
2	Name and Designation of Authorized Representative	
3	Communication Address	
4	Phone No. / Mobile No.	
5	E-mail ID	
<b>Particular Details of the Bidder's Representative</b>		
1	Name of the Contact Person	
2	Designation	
3	Phone No. / Mobile No.	
4	E-mail ID	

Date : \_\_\_\_\_ Place : \_\_\_\_\_

Signature of the Authorized Signatory : \_\_\_\_\_ Designation : \_\_\_\_\_

(Office Seal of the Bidder)

### Annexure – C: Checklist for Documents Supporting Eligibility Criteria

#	Description	Copy Attached	Remarks
1.	Registration Certificate under Shops & Establishment Act (Municipal License, Trade License)	Yes / No	
2.	Registration of Firm in case of Partnership or Certificate of Incorporation in case of Company	Yes / No	
3.	Partnership Deed / Memorandum & Articles of Association	Yes / No	
4.	Valid FSSAI State/Central License (with license no. and expiry date)	Yes / No	
5.	License to employ contract labour, EPF, ESIC Registration etc.	Yes / No	
6.	PAN copy of the Bidder	Yes / No	
7.	GST Registration Certificate of the Bidder	Yes / No	
8.	Copies of last three years IT Returns	Yes / No	
9.	Copies of Balance Sheet and P&L Account for the last 3 years	Yes / No	
10.	3 years Turnover Certificates duly certified by the CA	Yes / No	
11.	Copies of Service Agreement work order and Services Completion Certificates along with Experience Certificate	Yes / No	
12.	Declaration by the Bidder as per Annexure-E	Yes / No	
13.	List of Arbitration Cases (if any)	Yes / No	
14.	Bank Details: 1. Beneficiary Name : _____ 2. Bank Name : _____ 3. Account No. : _____ 4. IFSC Code : _____ 5. Branch Address : _____	Yes / No	
15.	Any other information, if necessary	Yes / No	

**Signature and Seal of Service Provider with Date : \_\_\_\_\_**

**Annexure – D: No Relation Certificate**

I \_\_\_\_\_ son/daughter of \_\_\_\_\_  
\_\_\_\_\_ resident of \_\_\_\_\_ hereby certify that none of my relative(s) is/are employed in Seth GSMC and KEMH Mumbai and to the best of my knowledge and belief is/are not directly or indirectly associated with the EOI process for providing mess and catering Services to Seth GSMC and KEMH Mumbai, vide EOI No.: \_\_\_\_\_. I am NOT related to the previous Service Provider/vendor of the Main Boys Hostel Mess. In case at any stage it is found that the information given by me is false/incorrect, Seth GSMC and KEMH Mumbai shall have the absolute right to take any action as deemed fit, without any prior intimation to me, which may also involve termination of my/our agreement and forfeiture of Security Deposit.

Signed : \_\_\_\_\_

For and on behalf of the Bidder

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Date : \_\_\_\_\_

## Annexure – E: Undertaking

Name of the EOI:

**EOI for MESS and CATERING SERVICES, at Main Boys Hostel, Seth GSMC and KEMH (For UG Students)**

(To be typed on the Letter Head of the Bidder)

### Undertaking

I \_\_\_\_\_ S/o, D/o \_\_\_\_\_ Resident of \_\_\_\_\_ do solemnly pledge and affirm that,

1. I am the Proprietor/Partner/Director/authorized signatory of M/s. \_\_\_\_\_.

2. No police case and/or case by CBI/FEMA/Income Tax/Sales Tax authorities are pending against the Proprietor/Partner/Director of the firm/company (Agency) and also against the firm/company. No case of arbitration under any previous/continuing agreement is pending against us as on date. (Indicate any convictions if any against the above persons or Firm/Company.)

3. The Proprietor/Partner/Director of the firm/company (Agency) and also the firm/company has never been blacklisted by any Government authority/organisation.

4. I/We have adequate facility and manpower to run a mess successfully and declare that we will abide by the rules framed/directives issued by Seth GSMC and KEMH Mumbai authorities as per terms of this EOI.

Signature : \_\_\_\_\_

(Name)

Seal of the participating Bidder

**Annexure – F: Format for Monthly Feedback**

#	Parameter	Marks
1	Food quality, quantity, and taste	10 marks
2	Cleanliness & Hygiene: Cooking area, Service area, Dining area, Shop	10 marks
3	Behaviour & Uniform of staff	10 marks
4	Garbage disposal, Record keeping (Mandatory Complaint Register)	10 marks
5	Solving of issues (in complaint register)	10 marks
	<i>Any Comments / Unresolved Issues:</i>	

Signature of Hostel Secretary	Signature of one Student Representative	Signature of Warden, MBH