



Service Level Agreement And Packages

CANTEEN SERVICE

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the buyer and Canteen Service provider. The purpose of this agreement is to facilitate implementation of Canteen Service at the buyer’s premises. The service provider would provide the required equipment and personnel for the mentioned shifts as per the requirements of the buyer.

This Agreement outlines the scope of work, Stakeholder’s obligation and general terms and conditions of all services covered as they are mutually understood by the stakeholders. The Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

1.1. Stakeholders

The four main stakeholders associated with this SLA are:

1. Service Provider(s)
2. Buyer
3. Paying Authority

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA.

2. Objective and Goals

The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of service to buyer by service provider.

The goals of this Agreement are to:

Provide clear reference to service ownership, accountability, roles and/or responsibilities.

- Present a clear, concise and measurable description of service provision to the customer.
- Establish Terms and Conditions for all the involved stakeholders.
- To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.

The agreement can also be modified on the mutual agreement of all the involved stakeholders

Thus, the agreement will act as a reference document that both the parties have understood the aforementioned terms and conditions and have agreed to comply by the same.



The Service Provider shall provide Canteen Services in the Buyer's premises as per details given below. The services like cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/ consumables etc are also applicable under the Canteen Services.

3.1.1 Service Requirement

1. During the period of agreement, the Service Provider shall be fully responsible for entire Canteen arrangement at the Buyer Department.
2. The Service Provider shall provide Canteen services in the Dining Area and/or administrative building premises of the Buyer Department as per the service order and for the number of people mentioned by the Buyer.
3. The Service Provider, however, shall be required to adjust/change the serving timings as and when required depending upon the requirements of the Buyer Department.
4. The Service Provider shall provide varieties in Menu/Cuisine in consultation with Buyer Department and shall get the weekly menu approved from authorized officer of Buyer Department.
5. The Service Provider shall provide adequate crockery, dispensers, serving utensils, hot/ cold Buffet chafers, table cloth and mats etc. of approved superior quality in the kitchen and dining halls.
6. The Service Provider shall deploy adequate Canteen staff, trained and well experienced to ensure timely, efficient and prompt service. The Service Provider shall provide trained manpower services both in the dining hall and Administrative building (class rooms, conference rooms, VIP Lounge and Auditorium etc.). However, sufficient manpower shall be deployed depending upon the number of programs/events in progress on a day to day basis. The Service Provider may use the pantry rooms available in the Administrative building for the purpose.
7. Serving of potable drinking water from the source to the dispensers and water coolers placed at all locations at the Buyer Department shall be the responsibility of the Service Provider.
8. The waiters/serving staff shall be well dressed, presentable, well-mannered and trained.
9. The Service Provider shall arrange for any special type of equipments and apparatus if required for during Canteen service at his own cost.
10. The Cafeteria shall remain open on all working days. Also, on the weekends/ holidays, as and when required by the Buyer Department, Canteen service should be offered.

3.1.2 Meal Packages

Meal Type	Description
Breakfast	Seasonal Indian /Continental Breakfast dishes with Tea/Coffee
Lunch/ Dinner	1 seasonal veg/non-veg dish (Fish/Chicken), dal, curd, assorted breads, rice and 1 Dessert
Snacks	1 Sweet and 1 savoury
AM/PM Tea	Tea/Coffee and Biscuits



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3.1.3 Quality Maintenance

- The Service Provider shall be well equipped to undertake Hygiene audit on daily basis and report shall be submitted to Buyer Department. They shall also undertake independent hygiene and quality audits as and when deemed necessary.
- The eatables served by the Service Provider to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc.
- Vegetarian and Non Vegetarian dishes shall be prepared and served separately. All vegetables, fruits etc. used shall be fresh and not rotten or overripe. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and must be prepared and served fresh. All the items being used shall be stored properly and served before their expiry date. The Service Provider shall be responsible for maintaining hygiene and safety of cooking /serving area and the Canteen staff deployed.
- Non-vegetarian dishes shall be prepared from fresh and good quality egg, chicken, mutton, Fish or other sea foods as desired by the buyer and the same shall be purchased from the standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Un-necessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.

3.1.4. Maintenance of Cafeteria/ Dining Hall

1. The Service Provider shall prepare and serve the breakfast/lunch/dinner/tea/snacks, as per Menu, in a pleasing and presentable manner. White clothes and colored frill clothes required for covering the serving table and dining tables shall be provided by the Service Provider.
2. Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate while serving food.

3.2 Terms and Conditions

3.2.1. Buyer's Obligations

1. This Buyer Department shall provide a small room/space for supervisor & storage of materials etc. to the Service Provider free of cost during the period of contract. No name of Service Provider shall be allowed on the room and nobody will be allowed to stay in the office unnecessarily after office hours without permission.
2. The Buyer Department shall provide sufficient running water or stored water for coking/cleaning purposes and electricity for the appliances at no extra cost to the Service Provider.

3.2.2. Service Provider's Obligations

1. The Service Provider shall provide all serving utensils, crockery, dispensers, hot/ cold Buffet chafers, table cloth, mats, glass wear and all other equipments required for running the canteen and serving the food decently at his own cost.
2. The Service Provider shall provide all the raw materials (fruits, vegetables, dairy, spices etc) and packaged food items for cooking/serving.
3. The Service Provider should follow the instruction of Canteen committee of the Buyer Department for the following:
 - a.Canteen arrangement
 1. Raw materials being used
 2. Quality and quantity of the eatable and drinks served
 3. Condition of fittings and fixtures
 - e.Sanitary arrangement and cleanliness
 1. Hygiene of the canteen staff /worker

3.2.3. Special Terms and Conditions

1. The Service Provider will maintain its gadgets & equipment etc. in good working conditions with all safety measures at its own cost and expenses.



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2. All persons, employed by the Service Provider shall be medically fit for handling food and certified for fitness before engagement by the Service Provider.
3. The Service Provider shall devote his full attention to the work of Canteen and shall discharge its obligations under the agreement most diligently and honestly.
4. The Agency shall submit in the prescribed format on a daily basis a checklist for the maintenance of Canteen Services as given in Appendix.
5. Service Provider shall provide summer and winter uniforms, identity card, name badges and safety items/kits, shoes etc. to its staff working in the Buyer Department. They would also ensure wearing gloves and hair covers while cooking and serving food.
6. It shall be the Service Provider's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period.
7. A senior level representative of the Service Provider shall visit Buyer premises at least once-a-day and review the service performance of its personnel. During the weekly visit, Service Provider's representative will also meet the Buyer's officer dealing with services under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the Buyer Department.
8. The Service Provider shall not deploy or shall discontinue deploying the person(s), if desired by the Buyer and must ensure prompt replacement of the personnel without any additional cost to the Buyer. The personnel being deployed shall ordinarily be continued and should not be changed without written intimation and consultation with Buyer.
9. The Service Provider shall maintain good standard of food quality/services as indicated. In case the quality of food/services is not found up to the mark, a warning note shall be issued to the Service Provider specifically indicating the discrepancy. The performance of the Service Provider will be reviewed on monthly basis and applicable penalty would be applied in case the services are not found up to the mark.
10. The Authorised officer/Committee of the Buyer shall be the sole authority to decide and judge the quality of the service rendered by the Service Provider and all other matters and his decision shall be final and binding.
11. The Service Provider shall ensure that the food items supplied are as per Government standards. If at any point of the time any penalty is imposed by the Government Authority i.e. by Food Inspector of Food Department, the same shall be borne by the Service Provider.
12. There will also be a provision where if both parties agree, then buyer will provide the both raw materials and equipments to the Service Provider. While Service Provider will have to provide only the man power.

3.3 Penalty and Breach of SLA

Sl. No	Service Level Agreement	Base Line Performance	Lower Performance	Penalties for breach		
				1 Instance	2 Instance	3 Instance
1	Logbook maintenance	Daily	Within 1 week of scheduled date	0.5% of billed amount	1% of billed amount	2% of billed amount



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2	If the service provider is found responsible for any theft, loss of material/ articles/ damages.	Zero	NA	1% contract value post counselling and confirmation of incident,	Equivalent payment or replacement post counselling and confirmation of incident.	Termination of contract post counselling and confirmation of incident.
3	If employee is found of any disobedience or misconduct	Zero	NA	Warning/counselling as deemed suitable.	1% from the total contract.	2 % from total contract
4	Hygiene and quality audit	FSSAI	2 failures	2% from total contract	2.5% from total contract	Termination of contract
5	Cumulative Penalty	NA	NA	10% of the total contract value.	Termination of contract	-

A.1. Appendix: Eligibility Criterion for Service Provider

Sl. No.	Criteria	Basics for evaluation	Supporting Documents Required
1	Legal Entity	Valid Legal Entity	Relevant supporting document
2	Service Provider should be an established experienced	The Service Provider must have full cycle implementation experience of Canteen Service in at least one CPSE/ Government Organization in last three years.	Completion certificates from the client or may be uploaded in the website by the service provider.



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3	Certificates	FSSAI and ISO	Copy of valid ISO or FSSAI certificates to be uploaded in the GeM website by Service Provider.
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