

**INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
MATERIALS MANAGEMENT DIVISION**



**REQUEST FOR PROPOSAL
TENDER DOCUMENT FOR PROVIDING
KITCHEN & CANTEEN SERVICES
AT IIT BOMBAY HOSPITAL
(2024-25)**

INDEX

SR NO.	SECTION NO.	PAGE NO.
1	SECTION 1 – INVITATION FOR BIDS	01
2	SECTION 2 - ELIGIBILITY CRITERIA	03
3	SECTION 3 – INSTRUCTIONS TO BIDDERS	04
4	SECTION 4 – SCOPE OF WORK & SPECIAL TERMS AND CONDITIONS	08
5	SECTION 5 – TERMS AND CONDITIONS OF THE CONTRACT	20
6	SECTION 6 - PRICE BID	22
7	SECTION 7 - ANNEXURES Annexure 1: Bidder's Information. Annexure 2: Declaration Regarding Clean Track by Bidder. Annexure 3: Declaration of Annual Turnover and Income Tax Return. Annexure 4: Experience in Similar Work. Annexure 5: Declaration for Acceptance of Tender Terms and Conditions.	26
8	SECTION 8 - CHECKLIST	31

SECTION 1 – INVITATION FOR BIDS

Tender No.	MMD/KITCHEN & CANTEEN SERVICES/SC/2024-25
Tender Date	1 st August 2024
Item Description	Tender for Kitchen & Canteen Services at IIT Bombay Hospital.
Last Date & Time of Submission of the Tender:	27 th August 2024 @ 1.00 pm
Place of Submission of Bids	Materials Management Division, Gr. Floor, Main Bldg., IIT Bombay, Powai, Mumbai 400076.
Submission of Bids	Two-Bid System: The two-bid system will be followed for this tender. In this system, the bidder must submit their offer in separate sealed envelopes as – Technical Bid and Price Bid. Both the Technical Bid and Price Bid envelopes should be clearly marked as “Envelope No.1 -Technical Bid ” and "Envelope No. 2 - Price Bid" and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed with our Tender No. & Due Date and to be submitted to the concerned department/section mentioned in the Tender document.
Opening Date & Time of Tender	27 th August 2024 @ 3.00 pm
Place of Opening Tender	Materials Management Division, Gr. Floor, Main Bldg., IIT Bombay, Powai, Mumbai 400076.
Contract Type	Service Contract
Earnest Money Deposit	Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rs. One Lakh Only) in the form of Demand Draft in favor of 'The Registrar, IIT Bombay' payable at Mumbai to be submitted in Technical Bid “Envelope 1”.

Pre-Bid meeting Date and Time	7 th August 2024 @ 3.00 pm
Pre-Bid Meeting Place	Materials Management Division, Conference Room, Ground floor, Main Building, Powai, Mumbai- 400076.
Any Clarification	Name: Dy Registrar (MM) Dept: Materials Management Division, IIT Bombay Email: tender.mmd@iitb.ac.in Contact No.: 022-2576 8805
Signing Authority	Dy Registrar (MM)

SECTION 2- ELIGIBILITY CRITERIA

The following are Eligibility Criteria Responses to be provided in the Technical Bid:

1. **Firm Existence:** The bidding firm must have existed for at least 5 years. Kindly submit the Certificate of Incorporation or Registration Certificate.
2. **PAN Card:** Submit a copy of the firm's PAN Card.
3. **GST Registration:** Submit a copy of the GST Registration Certificate.
4. **Catering License and Labor License:** Valid licenses from the FDA for catering and labor are required.
5. **Employees Provident Fund (EPF) Registration:** Include the EPF Registration code number and relevant documents.
6. **ESIC Registration:** Provide the ESIC Registration Code Number and relevant documents.
7. **Bidder's Information:** Submit Annexure 1 with relevant details.
8. **Financial Documents:** Submit the Balance Sheet for the last 2 years, along with supporting documents or a C.A. Certificate. This covers FY 2021–22 and 2022–23. Also, provide a copy of the Audited Annual Accounts for the same period.
9. **Income Tax Returns (ITR):** The bidder should have filed an ITR for the last two years (AY 2022-23 and AY 2023-24). Include details as per Annexure 3 and copies of filed ITR acknowledgments.
10. **Experience:** The bidder should have experience in the execution of similar orders in the other IITs/Govt. Organizations/Semi-Govt Organizations/PSUs. Copies of at least 2 purchase orders/work orders during the last 5 years must be enclosed and details as per Annexure 4 to be submitted.
11. **References:** Provide two references from establishments where catering services were provided in the last 5 years. These references should be on their letterheads.
12. **Undertaking:** The bidder must submit an undertaking on letterhead, confirming compliance with labor laws, the Minimum Wages Act, etc. Additionally, there should be no past or pending labor law, EPF, or ESIC-related cases against the bidder.
13. The Canteen service provider should necessarily have experience of running registered food outlets and should preferably have a central kitchen within a radius of 15-20 km off IIT Bombay. These outlets/central kitchens will be reviewed and visited by committee members from IIT Bombay as part of the selection process.

SECTION 3 – INSTRUCTIONS TO BIDDERS

A) SUBMISSION OF OFFER:

1. The tender must be put in the Tender Box kept in the office of the Deputy Registrar (MM) at Materials Management Division, Ground floor, Main Building, IIT Bombay, Mumbai-76.
2. **It is mandatory to quote for the Hospital Kitchen along with Canteen Items.**
3. No tender is to be handed over to our staff personally.
4. The Quotation **MUST BE ENCLOSED IN A SEALED COVER** super scribing the Tender number/due date & should reach the undersigned on or before the due date mentioned in the tender notice. If the quotation cover is not sealed, it will be rejected.
5. **PRICE BID MUST BE SUBMITTED IN ENCLOSED PRICE BID FORMAT ONLY.**
6. Any bidder currently engaged in litigation with other Organizations, must inform their status in writing to IIT Bombay.

B) COST OF BIDDING:

1. The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Purchaser shall not be responsible or liable for those costs.

C) VALIDITY OF THE BID:

1. 180 Days from the date of submission of the bid.

D) AMENDMENT OF BIDDING DOCUMENTS:

1. At any time before the deadline for submission of bids, IIT Bombay may modify the bid document for any reason, whether on its initiative or in response to the clarification requested by a prospective BIDDER.
2. All prospective BIDDERS who have downloaded the bidding document may visit the IIT Bombay website for amendments/modifications that will be binding on them.

E) DEADLINE FOR SUBMISSION OF BIDS:

1. Bids must be received by IIT Bombay before the due date and time at the address specified in the tender document. In the event of the specified date for the submission of bids being declared as a holiday for IIT Bombay, the bid-closing deadline will stand extended to the next working day up to the same time.

F) BID OPENING PROCESS:

1. In the case of two bid systems, the technical bid will be opened in the first instance in the presence of the department, Technical Evaluation Committee (TEC), MMD, and representatives of the bidders at IIT Bombay.
2. Commercial bids of only those bidders, whose bids are found technically qualified, by the Technical Evaluation Committee, will be opened in the presence of the department, Technical Evaluation Committee (TEC), MMD, representatives of the bidders subsequently at a later date for further evaluation. Date and Time of commercial bid opening shall be intimated to technically qualified bidders only.
3. One authorized representative of each of the bidder would be permitted to be present at the time of

opening of the bids.

4. The authorized representative of bidders, present at the time of opening of the bids shall be required to sign an attendance register as proof of having attended the Technical/Commercial bid opening session.

G) LATE BIDS:

1. IIT Bombay will not be responsible:
 - i. For delayed / late quotations submitted/sent by post/courier etc.
 - ii. For submission/delivery of quotations at the wrong places other than those mentioned in the tender.
 - iii. Any bid inadvertently received by IIT Bombay after the deadline i.e. due date & time for submission of bids, will not be accepted and returned.

H) SUPPLEMENTARY OFFER/MODIFICATION OF ORIGINAL BID:

1. The tender submitted against the above-mentioned tender shall not be returned in case the tender opening date is extended/ postponed. BIDDER desirous of modifying their offer/terms may submit their revised / supplementary offer(s) within the extended Tender Opening Date (TOD) by clearly stating the extent of updating done to the original bid. The purchaser reserves the right to open the original offer along with the revised bid.

I) CONFIDENTIALITY:

1. Information relating to the evaluation of Bids, and recommendation of Contract award, shall not be disclosed to Bidders or any other person not officially concerned with such process until information on Contract award is communicated to all Bidders.
2. Any attempt by a Bidder to influence the Purchaser in the evaluation of the Bids or Contract award decisions may result in the rejection of its Bid.
3. Notwithstanding, from the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, it shall do so in writing.

J) DEVIATION, RESERVATIONS, AND OMISSIONS:

1. During the evaluation of Bids, the following definitions apply:
 - i. "Deviation" is a departure from the requirements specified in the Bidding Documents;
 - ii. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Documents;
 - iii. "Omission" is the failure to submit part or all of the information or documentation required in the Bidding Documents.

K) CORRECTION OF ARITHMETICAL ERRORS:

1. Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:
 - i. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected unless, in the opinion of the Purchaser, there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;

- ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
2. Bidders shall be requested to accept the correction of arithmetical errors. Failure to accept the correction following the same shall result in the rejection of the Bid.

L) EVALUATION OF BID:

1. IIT Bombay evaluates technical and Price-acceptance offers on a landed net Price basis.
2. Offer which deviates from the vital conditions (as illustrated below) of the tender shall be rejected:
 - i) Non- submission of complete offers.
 - ii) Receipt of offers after the due date and time and or by email/fax (unless specified otherwise).
Receipt of offers in open conditions.
3. In case any BIDDER is silent on any clause mentioned in this tender document, IIT Bombay shall construe that the BIDDER has accepted the clauses as per the invitation to tender. No further claim will be entertained.
4. No revision in the terms and conditions quoted in the offer will be entertained after the last date and time fixed for receipt of tenders.

M) PRICE BID (Commercial Bid):

Price bids will be opened only from technically qualified bidders and the following terms and conditions will be applicable:

1. Quoting of Price (s): The price quoted should be in Indian Rupees.
2. PRICE BID must be submitted in the enclosed Price Bid Form only.
3. If the price is not quoted in the Price Bid Form only provided in the tender document then, IIT Bombay will reject the bid.
4. If the supplier wishes to give pricing details it may be attached in a separate sheet.
5. In case of multiple options of the same product, bidders are requested to quote only one best option and not multiple options.
6. Quantity: The quantity mentioned in the tender can be increased or decreased to any extent depending upon the actual requirement.

N) CORRUPT & FRAUDULENT PRACTICES:

1. IIT Bombay requires that bidders, suppliers, contractors, and consultants, if any, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy,
 - (i) The terms set forth below are defined as follows:
 - a) "Corrupt practice "means offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence the action of a public official in the procurement process or contract execution;
 - b) "Fraudulent practice "means a misrepresentation or omission of facts to influence a procurement process or the execution of a contract;

- c) “Collusive practice “means a scheme of arrangement between two or more bidders, designed to establish bid prices at artificial, non-competitive levels; and
- d) “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
- (ii) IIT Bombay will reject a proposal for an award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract in question.

O) TRANSFER AND SUBLETTING:

- 1. The seller shall not sublet, transfer, assign, or otherwise part with the acceptance of the tender or any part thereof, either directly or indirectly, without the prior written permission of the purchaser.

P) CANCELLATION OF TENDER:

- 1. Notwithstanding anything specified in this tender document, Purchaser / IIT Bombay in his sole discretion, unconditionally and without assigning any reasons, reserves the rights:
 - i) To accept OR reject the lowest tender or any other tender or all the tenders.
 - ii) To accept any tender in full or in part.
 - iii) To reject the tender offer not conforming to the tender’s terms.
- 2. To give purchase preference to Public Sector undertakings when applicable as per Govt. Policy/ Guidelines.
- 3. Offer which deviates from the vital conditions (as illustrated below) of the tender shall be rejected:
 - i) Non-submission of complete offers.
 - ii) Receipt of offers after the due date and time and or by email/fax (unless specified otherwise).
 - lii) Receipt of offers in open conditions.
- 4. Conditional Tenders and Unsigned Tenders will be rejected.
- 5. If the quality of the product and service provided is not found satisfactory, IIT Bombay reserves the right to cancel or amend the contract.

SECTION 4- SCOPE OF WORK & SPECIAL TERMS AND CONDITIONS

I] HOSPITAL

IIT Bombay Hospital was established in the year 1958. Initially, it was in the form of a Dispensary, and later in 1961-62, the present structure was built. The IIT (B) Hospital has 55 beds with OPD, and in-patient facilities that include a pathology lab, dental care, radiology dept., sonography, physiotherapy, dispensary, and an operation theatre.

The average number of patients in the hospital is 12/day. Different types of patients are admitted in wards such as medical, surgical gynec, ophthalmic, pediatrics, and geriatric.

A) Scope of Work & Special Terms & Conditions for Hospital (Patients)

(i) The hospital kitchen works in 2 shifts. The patients in the ward are served 6 times a day:

1.	Breakfast with Tea	8.00 am
2.	Lunch	12.00 noon
3.	After lunch tea	3.30 pm
4.	Evening (Soup)	6.00 pm
5.	Dinner	7.00 pm
6.	Night (Milk)	8.15 pm

The food menu comprises food preparation as per the dietician's direction. This includes normal food, a diabetic diet, a high protein diet, and a bland diet as per the physician's instruction (List of items with brand name and Diet chart enclosed with the tender document).

Working hours:

Morning shift - 6.30 am to 2.00 pm

Afternoon shift - 2.00 pm to 9.30 pm

Food Schedule (as per the above timing) for inpatients and extra provision of food for a minimum of 2 patients at any given time for new admissions. Milk + bread or biscuits are to be provided for detained patients (average no. 10/day). In addition to this, tea preparation for hospital staff and specialists as per requirements (approx. 100 cups/day). Food is prepared as per the chart enclosed (Type & quantity of food per patient). Provide material for making 10 cups of tea at night every day.

EXPECTATIONS AND REQUIREMENT OF IIT HOSPITAL:

1. The total admission in male/female/pediatric and isolation wards may range between 10 – 25 patients in a given day.

The food provided in IIT Hospital: *

- i) **Breakfast** – Idli 2pcs with sambar & Chatni / Poha/ Upma / Uttapam 2pcs with sambar & Chatni/ Bread Toast with tea & boiled egg. (2 Days repeat Idli or Poha).

ii) **Lunch** - Chapati, Dal, Rice, Curd (small sealed packed), salad, cut fruits

Plus

Vegetables: Leafy Vegetables + Pulses (White vatana / Matki /Moong / Masoor /Kabuli Chana
Brown Chana /Rajma) Matar Paneer or Palak Paneer

Cauliflower + Pulses

Bhendi + Pulses

Mix Veg +Pulses

Cabbage + Pulses

Shimla + Pulses

Yellow Pumpkin + Pulses

Tendli + Pulses

Tomato (As salad/ Add in vegetables) * kindly refer to point No. D (List of Vegetables)

iii) **Dinner** - Same as above

iv) **After lunch tea** - Tea &a small packet of **Nutri Choice biscuits/ Marie Biscuits/ Chaas** (In summer as per demand)

v) **Evening** - Soup (Tomato / Corn/ Spinach/ Mint & Lemon / Vegetable)

vi) **Night** - Milk

2. The delivery and collection of metal trays and water for all patients.
3. Preparation and delivery of enteral (tube) feeding under the guidance of the dietitian.
4. Infection control standards are followed at all times in all areas of the department.
5. Fresh food and supplies must be of food quality, good hygiene, grooming condition, and manner at all times.
6. Employees are dressed appropriately and practice good hygiene and grooming standards in all work-related activities.
7. The Kitchen dept. should be kept clean at all times.
8. Proper waste segregation including removal and disposal of kitchen waste is the food service contractor's responsibility.

B) Special Terms & Conditions

1. The evaluation committee may visit and review the existing kitchens/ outlets of the bidders during technical scrutiny.
2. **It is mandatory to quote for the Hospital Kitchen along with Canteen Items.**
3. Water shall be provided by IIT Bombay. Wastage of water must be avoided.
4. Electricity shall be provided by IIT Bombay and the Bill has to be paid by the Caterer.
5. The Caterer shall not employ child laborers. Upon violation of this condition, legal action will be taken.
6. Workers should be provided the necessary training to maintain the highest possible standard of hygiene, as is expected.
7. It is mandatory to have 1 cook and 1 cook helper for 2 shifts.
8. Engagement of required staff, providing uniforms, etc. shall be done by the caterer. The workers should always use hand gloves and caps while working (hair found in food will not be acceptable). The caterer should provide a minimum of two pairs of uniforms to the workers and ensure that workers report for duty in clean uniforms.
9. The caterer shall, at their cost, maintain adequate stock of food grain, and groceries and adhere to the standards of the institute. The caterer shall be responsible for the proper hygienic storage of all raw materials.
10. Serving utensils will be provided by IIT Bombay and the caterer is supposed to take care of all the utensils and equipment handed over. The caterer must bring their own utensils/equipment/gas cylinders required for the preparation of the meals.
11. Refilling of cooking gas cylinders and procurement of good quality provisions and other consumables is the responsibility of the caterer.
12. Any damage to the cooking equipment, gas pipeline, etc. by the caterer team will be charged 5 times for repair or replacements of the part damaged.
13. No food cooked in the hospital may be taken out of the premises.
14. Cleaning and Housekeeping of the Kitchen and dining area will be the sole responsibility of the caterer.
15. Cleaning of utensils, cutlery, crockery, kitchen equipment furniture, and mess water cooler is also the responsibility of the caterer. The Highest possible standards are expected in this regard.
16. IIT Hospital will reserve the right to check on the cleanliness and upkeep of premises and quality of provisions and the quality of food.

C) List of Items:

Sr. No.	Item	Brand Name
1	Atta	Good quality grinded Whole Wheat
2	Rice	Kolam
3	Butter	Amul
4	Bread	Kwality/ Anytime Brown Bread
5	Veg.Oil	Saffola / Sunflower
6	Salt	Tata Salt
7	Tea / Coffee	Tata tea/Bru
8	Curd	Ready small boxes of curd
9	Masala Spices	Everest
10	Biscuits	Small packets of Nutrigochoice/Marie
11	Milk	Mahananda/ Amul Cow's Milk
12	Fruit	Seasonal cut fruits
13	Vegetable	As per the attached sheet

D)Vegetable list:

For 4 weeks	Morning	Evening
1	SIMLA CHILLI	CAULIFLOWER
2	PALAK	PUMPKIN
3	LADY FINGER	PAPADI
4	LOUKIE	SURAN
5	BAIGAN	GAWAR
6	TONDLI	BEANS
7	CAULIFLOWER	CHAWLI
8	MUTTER PANEER	BRINJAL
9	SIMLA CHILLI	METHI
10	CABBAGE	GAWAR
11	MATTAR	MOOLI
12	CHAWLI	SIMLA CHILLI
13	PALAK	PUMKIN
14	LADY FINGER	METHI
15	LOUKIE	SURAN
16	BEANS	CABBAGE
17	TONDLI	CARROT
18	BAIGAN	PALAK
19	PALAK PANEER	BRINJAL
20	CHAWLI	MOOLI
21	SIMLA CHILLI	GAWAR
22	MUTTER PANEER	CAULIFLOWER
23	CABBAGE	THONLI
24	BAINGAN	PAPADI
25	SURAN	LOUKIE
26	RED PUMPKIN	LADY FINGER

E)

IIT Hospital Oral Diet Chart									
No. of patients	Rice	Wheat	Dal	Oil	Sugar	Tea	OD Oral Diet	DD Diabetic Diet	FD Liquid diet
1	120	200	60	30	30	7	700	880	1105
2	240	400	120	60	60	14	1400	1760	2210
3	360	600	180	90	90	21	2100	2640	3315
4	480	800	240	120	120	28	2800	3520	4420
5	600	1000	300	150	150	35	3500	4400	5525
6	720	1200	360	180	180	42	4200	5280	6630
7	840	1400	420	210	210	49	4900	6160	7735
8	960	1600	480	240	240	56	5600	7040	8840
9	1080	1800	540	270	270	63	6300	7920	9945
10	1200	2000	600	300	300	70	7000	8800	11050
11	1320	2200	660	330	330	77	7700	9860	12155
12	1440	2400	720	360	360	84	8400	10560	13260
13	1560	2600	780	390	390	91	9100	11440	14365
14	1680	2800	840	420	420	98	9800	12320	15470
15	1800	3000	900	450	450	105	10500	13200	16575
16	1920	3200	960	480	480	112	11200	14080	17680
17	2040	3400	1020	510	510	119	11900	14960	18785
18	2160	3600	1080	540	540	126	12600	15840	19890
19	2280	3800	11410	570	570	133	13300	16720	20995
20	2400	4000	1200	600	600	140	14000	17600	22100
21	2520	4200	1260	630	630	147	14700	18480	23205
22	2640	4400	1320	660	660	154	15400	19360	24310
23	2760	4600	1380	690	690	161	16100	20240	25415
24	2880	4800	1440	720	720	168	16800	21120	26520
25	3000	5000	1500	750	750	175	17500	22000	27625
26	3120	5200	1560	780	780	182	18200	22880	28730
27	3240	5400	1620	810	810	189	18900	23760	29835
28	3360	5600	1680	840	840	196	19600	24640	30940
29	3480	5800	1740	870	870	203	20300	25520	32045
30	3600	6000	1800	900	900	210	21000	26400	33150

III] CANTEEN

IIT Hospital has a large number of patients coming during different times of the day. These patients who come to the hospital often miss meals due to various reasons like fasting blood tests, doctor's appointments, sonography tests, detained or observation in the ward, etc.

These patients include retired IIT employees, pregnant patients, staff/students who have to show a doctor, or those who are admitted to the hospital after the meal service in the hospital is over. Even the hospital staff who come early for duty or do double shifts in an emergency, face difficulty in arranging food.

Given the above-mentioned reasons, it is proposed to have a canteen in the vicinity of the hospital for such patients/staff at a subsidized rate. This Canteen may be tied up with the hospital kitchen. The food items for the canteen will also be prepared in the hospital kitchen.

SCHEDULE

1. The proposed Operating area for the Canteen will be 13 x 8 m² along with electricity supply will be licensed to the Vendor. The Vendor has to arrange for all the equipment and furniture within the licensed area. The licensed area has to be returned, after the completion of the contract, without any damage. The cost for repairs to damages, if any, will be adjusted in the Security Deposit.

2. Operating Hours

Working Days	08.00 am to 9.00 pm
Saturday/Sunday/Holiday	08.00 am to 5.00 pm

3. Self-service system with customers picking up the food items from the counter of the Vendor will be followed. The IIT Bombay will provide chairs and dining tables in the dining area. The Vendor should provide the food items and beverages in the right size/quantity/quality at the specific timings and the rates prescribed.

4. IIT Bombay shall provide the following

- (a) Water for washing and cleaning in the kitchen area at the prevailing rates chargeable to commercial establishments.
- (b) Electricity for the exclusive purpose of running the kitchen at the prevailing rates chargeable to commercial establishments.

5. The Vendor will use only good quality vegetables, fruits, dairy products, etc. The Vendor shall use branded raw materials and best-quality resources for preparing food. Vendors should not use any artificial color, preservatives, or other chemical additives in any of the dishes or even store them on the premises.

6. The following shall be the responsibilities of the Vendor regarding hygiene and sanitation.

- (a) Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms. Compliance with the hygiene standards will be checked periodically. Non-compliance to hygiene standards will be sufficient reason to terminate the contract or to levy a suitable penalty.

- (b) Cleaning and maintenance of kitchen equipment.
- (c) Keeping the space provided neat, clean, and hygienic.
- (d) Pest Control measures in the kitchen and dining area.

7. The Vendor's performance will be monitored regularly through a Committee and all recommendations/decisions of the Committee will be notified to the Vendor which should be strictly complied with. Non-compliance with the menu and serving unhygienic food can result in instant monetary fund/termination of contract or both.

Menu for Hospital Canteen

Sr. No.	Category	Items
1	Packaged Food	Bottled water
		Soft Drinks
		Fruit Juice (Bottled/Tetra pack)
		Potato Chips (Packed)
		Protein Bars
		Cookies & Biscuits
		Packaged Nuts (Almonds, Cashews, Peanuts, etc.)
		Energy Drink
		Ice-Cream
		Muffins
		Yogurt Cups
2	Snacks	Suji Upma
		Poha
		Sabudana Khichadi
		Medu Vada
		Idli
		Onion Uttapam
		Masala Dosa
		Vada Pav
		Samosa
		Paneer Roll
		Veg. Cutlet

		Bread Pakoda
		Veg Burger
3	Egg Items	Half Fry/ Full Fry (2 eggs)
		Masala Omelette (2 eggs)
		Bhurji Pav (2 eggs Bhurji + 2 Pav)
		Boiled Eggs
4	Fresh Fruit Juice/ Milkshakes	Mosambi
		Pineapple
		Orange
		Watermelon
		Muskmelon
		Cocktail Juice
		Carrot & Beetroot
		Lemon Juice
		Banana Milkshake
		Chikoo Milkshake
		Oreo Milkshake
		Chocolate Milkshake
		Cold Coffee
		Lassi (Sweetened/Salty)
		Chaas
		Fruit Plate
		Veg Green Salad
5	Sandwiches	Veg Plain Sandwich
		Veg. Grilled Sandwich
		Veg. Cheese Grilled Sandwich
		Egg Grilled Sandwich
		Egg Cheese Grilled Sandwich
		Paneer Grilled Sandwich
		Paneer Cheese Grilled Sandwich
		Egg Grilled Sandwich
		Egg Cheese Grilled Sandwich
		Bread Butter

		Bread Jam
6	Noodles	Maggi
		Veg. Maggi
		Cheese Maggi
7	Frankie	Veg. Frankie
		Veg. Cheese Frankie
		Paneer Frankie
		Paneer Cheese Frankie
8	Food Items	Tava Pulav
		Puri-Bhaji (Puri 4 nos. 75gm Bhaji)
		Veg. Thali (Plain Rice + Dal + Sabji + Papad + Puri 4 nos./Chapatti 2 nos.)
		Pav-Bhaji (Bhaji + Pav 2nos.)
		Dal Khichdi
9	Soups	Tomato Soup
		Veg. Manchow soup
		Mix Veg soup
		Sweet Corn Soup
		Palak Soup
10	Hot Beverages	Tea
		Ginger Tea
		Coffee
		Badam Milk
		Ginger Lemon Honey Tea
		Bournvita

1) Following Kitchen Equipment / Furniture maybe provided by IIT Bombay

- a. Tables and Chairs
- b. Exhaust and fresh air ducting
- c. Cold / Hot and Product Display

- d. Cash Counter
- e. Bain Marie / worktop refrigerator
- f. Working counter/storage racks
- g. Griddle plate
- h. Deep fat fryer
- i. Geyser
- j. Pest O flash

2) **Some of the major Kitchen equipment to be brought by the canteen service provider**

- a. Induction ranges
- b. Coffee machine
- c. Coffee grinder
- d. Water filter
- e. VISI cooler
- g. Juicer
- h. Mixer
- i. Microwave
- j. Pizza oven
- k. Sandwich griller
- l. Chest freezer

3) **Sanitizers and Stands**

The canteen area shall be kept clean and tidy by the canteen service provider. The Institute shall not pay any compensation/reimbursement of this cost at any stage during the contract period and after termination/ cancellation of the contract.

The canteen service provider shall pay the rent for the space used. Electricity and water charges for both the canteen and the sitting area shall be borne by the canteen service provider.

4) License Fee

- a. A monthly license fee of approximately Rs. 50 per square foot will be charged for the actual footprint area used, and an annual increment, as per the rules, shall be levied.
- b. The total operating area of the Hospital Canteen is 104 sq. metres.
- c. Payment of the license fee should be made by the 15th of every month.

5) Other Canteen Requirements

Non-vegetarian & vegetarian food items shall be segregated while storage, heating, and serving by the canteen service provider use of color coding. The canteen service provider shall serve all the items mentioned in the financial bid. The canteen service provider shall provide the service to the institute directly not through any intermediary/franchisee. Further, the canteen service provider shall be responsible for obtaining all the required permits including the health license from MCGM needed to run a canteen.

SECTION 5: TERMS & CONDITIONS OF THE CONTRACT

A) AWARD OF CONTRACT:

1. IIT Bombay shall award the contract to the technically qualified eligible BIDDER whose bid has been determined as the lowest evaluated commercial bid.
2. If more than one BIDDER happens to quote the same lowest price, IIT Bombay reserves the right to award the contract to more than one BIDDER or any BIDDER.
3. The contract will initially be awarded for one year. Thereafter, it may be extended for an additional two years with a price revision if the performance is found satisfactory.
4. The rate of the meal will be increased by 5% every year for hospital kitchen and canteen services.

B) EARNEST MONEY DEPOSIT:

1. Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rs. One Lakh Only) in the form of Demand Draft in favor of 'The Registrar, IIT Bombay' payable at Mumbai to be submitted in Technical Bid. Failing of which, the submitted bid will be rejected.
2. EMD of unsuccessful bidders will be returned within 30 days after the award of the contract.
3. EMD of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender. Further, if the successful tenderer fails to furnish the required performance security within the specified period, its EMD will be forfeited.

C) SECURITY DEPOSIT:

1. For the successful bidder, EMD will be converted into a Security Deposit and will be retained with IIT Bombay till the expiry/termination of the service contract without interest.
2. In case there are losses or damages to the material or unsatisfactory services provided to IIT Bombay by the bidder then such losses will be adjusted from the Security deposit.
3. The security deposit will be refunded after the satisfactory performance of the work and on completion of all obligations by the empaneled bidder.

D) PAYMENT TERMS:

1. Payment will be made on a monthly basis.
2. If patients are less than 5 then the minimum payment for that day will be as per 5 patients (5* total meal per person per day).
3. The calculation of monthly payment will be done as per actual consumption of each component of per day meal subject to minimum payment condition as stated in point no. 02 above.
4. Payment of ginger tea will be done as per actuals.

E) DELIVERY:

The successful Bidder should deliver the material as per the Tender document/purchase order.

F) PENALTY:

Sr. No	Nature of Default	1 Instance	2 Instance	3 Instance
1	Deficiency in the quality of food items prepared.	5000/-	10000/-	Termination of Contract & forfeiture of Security Deposit
2	Deficiency in cleanliness and maintenance of hygiene in the Kitchen area.	5000/-	10000/-	Termination of Contract & forfeiture of Security Deposit
3	Deficiency in cleanliness and maintenance dining area.	5000/-	10000/-	Termination of Contract & forfeiture of Security Deposit
4	Deficiency in cleanliness and maintenance of outside area including disposal of waste material.	5000/-	10000/-	Termination of Contract & forfeiture of Security Deposit
5	Misconduct of persons engaged by the licensee for the Canteen.	5000/-	10000/-	Termination of Contract & forfeiture of Security Deposit
6	Non-adherence to approved rates/menu.	5000/-	10000/-	Termination of Contract & forfeiture of Security Deposit
7	Non-adherence of paying a license fee by 15 th of every month.	500/- per day penalty will be charged	1000/- per day penalty will be charged	Termination of Contract & forfeiture of Security Deposit

G) FORCE MAJEURE:

1. Force Majeure will be accepted on adequate proof thereof.

H) LEGAL MATTER:

1. In the event of any dispute over this contract, IIT Bombay's decision shall be final and binding. Jurisdiction of Mumbai Courts only.

I) TERMINATION OF CONTRACT

1. The Contract will commence from the date of Award of Contract for a period of one year and shall remain in force unless terminated earlier. IIT Bombay reserves the right to terminate the Contract at any time, and without assigning any reasons thereof by giving THREE MONTHS notice of their intention to do so in writing, and the bidder shall not be entitled to demand compensation because of such termination.

SECTION 6: PRICE BID

Reference No: - MMD/KITCHEN SERVICES/RC/2024-25

Due Date: 27th August 2024

I] HOSPITAL

Sr. No.	Description of Items & Specifications	Qty	Unit Price (₹)	Taxes (if any please specify details)	Other Charges (if any)	Total Price (₹)
1.1	Breakfast with Tea	1 no.				
1.2	Lunch	1 no.				
1.3	After Lunch Tea	1 no.				
1.4	Evening (Soup)	1 no.				
1.5	Dinner	1 no.				
1.6	Night (Milk)	1 no.				
	Total Meal Per Person Per Day					
2.1	Ginger Tea for Staff (Approx. 100 cups of Teas Per all working days and 30 on Saturday, Sunday, and Institute Holidays. Also, provide Material for Making 10 Tea in the Night every day)	1 no.				
	Total Amount (A)	-----				

The total bid Price in the above column should be inclusive of all taxes and levies for transport, loading, unloading, etc.

- **Bidder should not quote more than Rs.15 for Ginger Tea.**
- **It is mandatory to quote for the Hospital Kitchen along with Canteen Items.**

Delivery Period days
PAN No
GST Registration No:
Signature:

Place: Name:
Date: Business
Address:
Affix Rubber Stamp:

II] CANTEEN

Sr. No.	Category	Items	Quantity	Offered Price (including GST)
1	Packaged Food	Bottled water	As per packaging	As per MRP
		Soft Drinks	As per packaging	As per MRP
		Fruit Juice (Bottled/Tetra pack)	As per packaging	As per MRP
		Potato Chips (Packed)	As per packaging	As per MRP
		Protein Bars	As per packaging	As per MRP
		Cookies & Biscuits	As per packaging	As per MRP
		Packaged Nuts (Almonds, Cashews, Peanuts, etc.)	As per packaging	As per MRP
		Energy Drink	As per packaging	As per MRP
		Ice-Cream	As per packaging	As per MRP
		Muffins	As per packaging	As per MRP
		Yogurt Cups	As per packaging	As per MRP
2	Snacks	Suji Upma	1(to be fit completely in 250ml bowl)	
		Poha	1(to be fit completely in 250ml bowl)	
		Sabudana Khichadi	1(to be fit completely in 250ml bowl)	
		Medu Vada	2 nos.	
		Idli	2 nos.	
		Onion Uttapam	1(Single)	
		Masala Dosa	1(Single)	
		Vada Pav	1(Single)	
		Samosa	1 (Piece)	
		Paneer Roll	1(Single)	
		Veg. Cutlet	2 nos.	
		Bread Pakoda	1 (Piece)	
		Veg Burger	1(Single)	
3	Egg Items	Half Fry/ Full Fry (2 eggs)	One Plate	
		Masala Omelette (2 eggs)	One Plate	

		Bhurji Pav (2 eggs Bhurji + 2 Pav)	One Plate	
		Boiled Eggs	2nos.	
4	Fresh Fruit Juice/ Milkshakes	Mosambi	200ml	
		Pineapple	200ml	
		Orange	200ml	
		Watermelon	200ml	
		Muskmelon	200ml	
		Cocktail Juice	200ml	
		Carrot & Beetroot	200ml	
		Lemon Juice	200ml	
		Banana Milkshake	200ml	
		Chikoo Milkshake	200ml	
		Oreo Milkshake	200ml	
		Chocolate Milkshake	200ml	
		Cold Coffee	200ml	
		Lassi (Sweetened/Salty)	200ml	
		Chaas	200ml	
		Fruit Plate	1(to be fit completely in 250ml bowl)	
		Veg Green Salad	1(to be fit completely in 250ml bowl)	
5	Sandwiches	Veg Plain Sandwich	1(One)	
		Veg. Grilled Sandwich	1(One)	
		Veg. Cheese Grilled Sandwich	1(One)	
		Egg Grilled Sandwich	1(One)	
		Egg Cheese Grilled Sandwich	1(One)	
		Paneer Grilled Sandwich	1(One)	
		Paneer Cheese Grilled Sandwich	1(One)	
		Egg Grilled Sandwich	1(One)	
		Egg Cheese Grilled Sandwich	1(One)	
		Bread Butter	2 Slices	
		Bread Jam	2 Slices	
6	Noodles	Maggi	1(to be fit completely in 250ml bowl)	

		Veg. Maggi	1(to be fit completely in 250ml bowl)	
		Cheese Maggi	1(to be fit completely in 250ml bowl)	
7	Frankie	Veg. Frankie	1(Single)	
		Veg. Cheese Frankie	1(Single)	
		Paneer Frankie	1(Single)	
		Paneer Cheese Frankie	1(Single)	
8	Food Items	Tava Pulav	One Plate	
		Puri-Bhaji (Puri 4 nos. 75gm Bhaji)	One Plate	
		Veg. Thali (Plain Rice + Dal + Sabji + Papad + Puri 4 nos./Chapatti 2 nos.)	One Plate	
		Pav-Bhaji (Bhaji + Pav 2nos.)	One Plate	
		Dal Khichdi	One Plate	
9	Soups	Tomato Soup	250ml	
		Veg. Manchow soup	250ml	
		Mix Veg soup	250ml	
		Sweet Corn Soup	250ml	
		Palak Soup	250ml	
10	Hot Beverages	Tea	100ml	
		Ginger Tea	100ml	
		Coffee	100ml	
		Badam Milk	100ml	
		Ginger Lemon Honey Tea	100ml	
		Bournvita	100ml	
		Total Amount (B)	-----	
		Total Amount [Hospital (A) + Canteen (B)]	-----	

- i. **The service provider shall not sell or offer any food items other than the approved list of items through the Canteen Premises without written permission from the IITB Committee.**
- ii. **The rate of the offered products for the Canteen will be increased by 5% every year.**

SECTION 7 - ANNEXURES

**ANNEXURE -1
BIDDER'S INFORMATION
(On Company/Firm's Letterhead)**

Details of the Bidder:		
1	Name of the bidder	
2	Registered Office/Shop Address of the bidder	
3	Details of the Incorporation/Shop Establishment License of the Company	Date:
		Registration No.:
5	Valid GST Registration No.	
6	Permanent Account No. (PAN)	
7	Name & Designation of the Contact person to whom all references shall be made regarding this tender	
8	Address for Communication	
9	Telephone No. (with STD Code)	
10	Email Address of the contact person	
11	Fax No. (with STD Code)	

(Signature of the bidder)
Printed Name Designation

Seal
Date:

ANNEXURE- 2
DECLARATION REGARDING CLEAN TRACK
(On Company/Firm's Letterhead)

To,
Dy. Registrar (MM)
Materials Management Division
IIT Bombay, Powai,
Mumbai – 400076

Date:

Sir,

**Re: Tender No. MMD/KITCHEN & CANTEEN SERVICES/SC/2024-25 dated 1st August 2024 for
“Tender for providing Kitchen & Canteen Services at IIT Bombay Hospital”.**

I/we have carefully gone through the Terms & Conditions contained in the above-referred tender. I/we hereby declare that my company/firm is not currently debarred/blacklisted/convicted by any Government /Semi-Government Organizations / Institutions in India or abroad. I/we further certify that I'm a competent officer in my company /firm to make this declaration.

Or

I/we declare the following:

Sr. No.	Country in which the company is debarred /blacklisted/ case is pending	Blacklisted/debarred by Government / Semi-Government Organizations/Institutions	Reason	Since when and for how long

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding the Period for which the company/firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the bidder)

Printed Name

Designation

ANNEXURE- 3
DECLARATION OF ANNUAL TURNOVER AND INCOME TAX RETURN
(On Company/Firm's Letterhead)

To,
Deputy Registrar (MM)
Materials Management Division
IIT Bombay, Powai,
Mumbai – 400 076.

Date:

Sir,

**Re: Tender No. MMD/KITCHEN & CANTEEN SERVICES/SC/2024-25 dated 1st August 2024 for
“Tender for providing Kitchen & Canteen Services at IIT Bombay Hospital”.**

I/we hereby declare that our firm's Annual Turnover and I/we have also supported an Audited Accounts for your reference:

F. Y. 2021-22	F. Y. 2022-23

And,

I/we hereby declare that our firm had filed Income Tax Returns for the last two years i.e. A. Y. 2022-23 & 2023–24. Supported by a copy of the ITR of two years.

Yours faithfully,

(Signature of the bidder) Printed Name Designation

Seal

Date:

Business Address:

Encl: As ab

ANNEXURE - 4
EXPERIENCE IN SIMILAR WORK
(On Company/Firm Letterhead)

To,

Date:

Deputy Registrar (MM)
Materials Management Division
IIT Bombay, Powai,
Mumbai – 400 076.

Sir,

**Re: Tender No. MMD/KITCHEN & CANTEEN SERVICES/SC/2024-25 dated 1st August 2024 for
“Tender for providing Kitchen & Canteen Services at IIT Bombay Hospital”.**

Brief particulars of the similar work done during the last five years in IITs/ Govt. Organizations/ Semi Govt. Organizations/ PSUs (Please attach a copy of at least two work orders & their reference letters):

Sr. No.	Name of Organization	Work Order/Purchase Order (No. & Date)	Amount of Work Order/Purchase Order	Details of contact person (Name, Add & contact no.)

Yours faithfully,

(Signature of the bidder)
Printed Name Designation
Seal
Date:
Business Address: Encl: As above

ANNEXURE - 5
DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS
(On Company/Firm's Letterhead)

To,

Date:

The Deputy Registrar (MM)
Materials Management Division
IIT Bombay, Powai,
Mumbai – 400 076.

Sir,

**Re: Tender No. MMD/KITCHEN & CANTEEN SERVICES/SC/2024-25 dated 1st August 2024 for
“Tender for providing Kitchen & Canteen Services at IIT Bombay Hospital”.**

I/we have carefully gone through the Terms & Conditions as mentioned in the above referred tender document. I/we declare that all the provisions of this tender are acceptable to my company. I /we further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.

I/We also agree to pay the stipulated monthly license fee for the use of the Hospital Canteen area.

Yours faithfully,

(Signature of the bidder) Seal

Date:

Business Address:

SECTION 8 - CHECKLIST

The following items must be checked before the Bid is submitted:

A. Envelope “1”

1. Demand Draft for Rs.1,00,000/- (Rs. One Lakh only) towards Earnest Money Deposit.
2. Eligibility Criteria Responses (each page duly sealed and signed by the authorized signatory).
3. Annexure 1: Bidder's Information.
4. Annexure 2: Declaration Regarding Clean Track by Bidder.
5. Annexure 3: Declaration of Annual Turnover and Income Tax Return.
6. Annexure 4: Experience in Similar Work.
7. Annexure 5: Declaration for Acceptance of Tender Terms and Conditions.
8. Undertaking on letterhead as mentioned in Section 2 (12).
9. Reference letters.

B. Envelope “2”

1. Price Bid (I & II)

Note: Your quotation must be submitted in two envelopes **Technical Bid (Envelope 1)** and **Price Bid (Envelope 2)** super scribing on both the envelopes the Tender No. and the due date and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed with our Tender No. & Due date.