



TENDER DOCUMENT

HOSTEL MESS

(HOSTEL: 9, 10, and 12/13/14)



Tender No- HCU/Mess Tender/06/2024

Indian Institute of Technology Bombay

Indian Institute of Technology Bombay invites offline bids in two bid system from reputed, experienced and financially sound parties.

Tender information summary

1	Date of tender publishing on website	14.11.2024
2	Bid submission start date and time	14.11.2024
3	Pre-Bid meeting and site visit at IIT Bombay	26.11.2024 (03:00 PM)
4	Last date and time for submission of bid	04.12.2024 (01:00 PM)
5	Opening of Technical Bid	04.12.2024 (03:00 PM)
6	Estimated Tender Value (Big Mess / Small Mess)	5 crore / 2.5 crore
7	EMD (Big Mess / Small Mess)	15 Lakh / 7.5 Lakh
8	Schedule for opening of Commercial Bid	Will be notified later
9	Tentative date of starting Mess services	01.01.2025

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> or Institute website and the bid is to be submitted offline on or before the last date and time of submission of tender.

The right to suspend the tender process or part of the process, to accept or reject any or all the tenders at any stage of the process and/or to modify the process or any part thereof at any time without assigning any reason thereto vests with IIT Bombay without any obligation or liability whatsoever.

1. This tendering document is for the process of selecting catering contractors for the mess in **Hostels 9, 10 and 12/13/14** on the campus. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- Catering contract Hostel mess terms and conditions along with responsibilities of caterer.
- Rules pertaining to the daily functioning of the mess.
- Penalties for violation of mess rules.
- General structure of the Menu.
- Technical and Commercial Bids evaluation process.
- Annexures

2. Interested caterers (hereafter referred as 'bidders') may participate in a pre-bid meeting and inspection of the Hostel mess premises on **26.11.2024 at 3.00 PM**. Please be present at the **Conference Room, Office of the Associate Dean (Student Affair)** for this purpose. For any communication, please send email to hcu.office@iitb.ac.in / arhcu.iitb.ac.in

3. **The agenda of the pre-bid meeting is as follows:**

- (i) Student representatives will inform the bidders about the ground realities of Mess operation and a visit to the mess considered under the tendering processes will also be encouraged.
- (ii) Assistant Registrar (HCU) and Wardens will inform salient points of the terms and conditions, procedure for the selection of a bidder.
- (iii) Assistant Registrar, HCU, Wardens, students will respond to the bidders queries, if any.
- (iv) The bidders will be asked to visit the mess and look at the kitchen and mess facilities of respective hostels advertised for mess tendering.

4. Prospective bidders are encouraged to attend this meeting. The deadline for submission of technical and commercial bids, containing documents stated in the latter part of this tender document, along with an **EMD of Rs 15 lakhs (Big Mess) and Rs. 7.5 lakhs (Small Mess) is 04.12.2024 at 1:00 PM**. A Demand Draft of this amount should be made in favor of the Registrar, **IIT Bombay** payable at Mumbai. The EMD amount will be refunded to unsuccessful bidders on or before the 30th day after the award of the contract.

Address for submission of the bids is:

Hostel Coordinating Unit (HCU)
Nandan Nilekani Main Building
IIT Bombay, Powai, Mumbai- 400076

5. Please note the following conditions:
 - i. **Hostel 9** : Value of **Minimum Reasonable Cost (MRC)** is Rs 162/- (including GST) per student per day. In case of a tie, the priority order will be selected based on a technical evaluation report.
 - ii. **Hostel 10** : **Value of Minimum Reasonable Cost (MRC)** is Rs 157/- (including GST) per student per day. In case of a tie, the priority order will be selected based on a technical evaluation report.
 - iii. **Hostel 12/13/14** : Value of **Minimum Reasonable Cost (MRC)** is Rs 157/- (including GST) per student per day. In case of a tie, the priority order will be selected based on a technical evaluation report.
6. **Minimum Reasonable Cost (MRC)** : Any prospective bidder quoting less than the Minimum Reasonable Cost will be rejected as an unreasonable quote.
7. Technical and commercial bids must be submitted in **separate sealed envelopes**. Interested caterers should submit a single technical bid, mentioning the hostels in which they are interested. Separate commercial bids should be submitted for each hostel.
8. The technical bids will be opened on **04.12.2024 at 03.00 PM** in the Office of Dean (Student Affairs). Names of the bidders shortlisted on the basis of technical bids and site visits schedule will be intimated later to the bidders successful in technical evaluation. Shortlisted bidder's will be invited to attend the opening of the commercial bids.

TERMS AND CONDITIONS ALONG WITH RESPONSIBILITIES OF CATERER

The Mess in each of the hostels consists of a kitchen and a dining hall. The important terms and conditions are listed below:

1. LEGAL TERMS ARE AS FOLLOWS

- (i). The Contract Agreement would be for a period of **twelve months** and subsequently, may be renewed for an additional period of one year or part thereof, subject to satisfactory performance. **The maximum period of contract will be for 03 years.**
- (ii). After 45 days of operation, the services of caterers will be evaluated on the basis of the guidelines and rules detailed in this document and service agreement executed with the caterer. If the caterer fails to meet the expectation and promises made, without a satisfactory reason or Hostel Council gives negative feedback, then their service agreement will be terminated after approval of A Dean (SA).
- (iii). Within 30 days of execution of the agreement, the caterer shall be required to provide a **Performance Bank Guarantee of Rs. 25 lakhs for each hostel in case contract is awarded for Hostel Messes 10, 12/13/14 and 12.5 lakhs for each Hostel Mess 9 for the due performance of the caterers.** This Bank Guarantee should be from a scheduled nationalized bank. **This Bank Guarantee shall be effective for a period of 14 months.** In case of renewal of the agreement, the bank guarantee should be renewed for a period of 14 months from the date of renewal.
- (iv). The catering contractor has to pay a license fee of Rs **5000/- each for Hostels 9 and Rs 10000/- each for Hostel 10 and 12/13/14** for the first year and at such rate as may be fixed by the Institute for the subsequent years from time to time.
- (v). The catering contractor will **pay Rs 750/- for Hostel 9, and Rs. 1000/- for Hostel 10 and 12/13/14 towards water charges every month.** Wastage of water must be avoided.
- (vi). Electricity shall be provided free of cost. Unnecessary electricity wastage, if found would attract a fine.
- (vii) The caterer shall follow the food wastage management guidelines of the institute.
- (viii). Contractor must submit all necessary statutory documents, as stated in the latter part of this document.
- (ix). In the event of award of the contract, the contractor should register themselves with the Regional Labour Commissioner (Central), Mumbai as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.
- (x). The Caterer is being provided space and other facilities to run his business on the campus, in a specific hostel. Therefore, **the relationship between the Caterer and the Institute/Hostel is not that of a Principal Employer and Contractor.**
- (xi). The per day per student rate shall be revised by a maximum of 5% or based on the percentage increase in the Consumer Price Index, whichever is lower from the date of renewal of the tenure of Contract (i.e after completing the period of twelve months).
- (xii). The Caterer should obtain, within one month of award of work, the necessary license from FSSAI (Center / State) and BMC to run a food outlet, at the address of the respective Hostel.

2. LABOUR LAWS AND REGULATIONS

(i). The caterer should adhere to all the labour laws of the land, which include the provisions of the Provident Fund Act, the Minimum Wages Act, stipulated work hours, bonus payments, issue of salary slip, experience letters, ID cards, Gate Pass, and other such acts which are applicable. Penalty may be enforced on the caterer for not following the guidelines and a complaint be registered against the Caterer.

(ii). The caterer should ensure that the payment is made to the labourers as per the Minimum Wages Act, to the satisfaction of IITB. The payment is to be made into the bank accounts of the employee's latest by 7th of every month and the statement of the accounts along with any necessary documents requested to be submitted to the hostel managers latest by 20th of every month. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the hostel on a monthly basis.

(iii). The Caterer shall not employ child labour. Upon violation of this requirement, legal action would be taken.

3. MESS RELATED TERMS

(i). Engagement of the required number of staff, providing uniforms, etc. shall be done by the caterer with approval of the mess council of the concerned hostel. The workers should always use hand gloves and caps while working. The caterer should provide a minimum of two pairs of uniforms to the chef, staff, and workers and ensure that staff/workers report for duty in clean uniforms.

(ii). The present approximate strength of mess members for different hostels is mentioned at Annexure-'A'.

(iii). The price of extra items may be found in Annexure-B. The right to make any changes after awarding the contract lies on recommendations of respective Hostel Council approved by Warden. The extra items must be available during regular mess timings.

(iv). The caterer shall, at their cost, maintain adequate stock of food grain, grocery. The caterer shall be responsible for the proper hygienic storage of all raw materials.

(v). No food cooked in the mess may be taken out of the premises without prior permission of the Warden of the concerned hostel or Associate Dean (SA).

(vi). Vegetarian and Non-Vegetarian food should be cooked, stored, and served separately.

(vii). The owner of the firm shall attend a monthly meeting of the mess council committee, failing which a penalty will be imposed. This meeting shall be attended by the owner himself or a senior representative, who is authorized to take policy & monetary decisions. It is mandatory to sign the minutes of such meetings. All issues related to mess need to be discussed in the meeting and no information should be given to students or outsiders without the approval/authorisation from the warden/s of the respective hostel. Decisions agreed mutually by caterer and Mess Council will be binding on the caterer.

(viii). It is the duty of the caterer to clear all dues of vendors in time. In case, a complaint for non-payment of dues is received during or after the contract tenure, the Warden may hold appropriate monthly mess payment and/or PBG, till the same is resolved.

(ix). Facility of a first aid box with adequate capacity is mandatory to be provided to the mess workers.

4. Engagement of required staff shall be done by the caterer in consultation of the institute authorities for their suitability. It is essential for the staff to be of legal age, suitably trained, and have adequate experience. Details of minimum staff required to be deployed in Messes are as follows: -

Staff Category	Number of staffs to be deployed	Preferable color of Uniform
Mess Manager	1	White
Supervisors	2 (1 for small Mess)	White
Executive Chef	2(1 for small Mess)	White
Cooks	1 for every 200 students	Brown
Assistant Cook	1 for every 200 students	Brown
Food Counter Staff	8 (4 for small Mess)	Maroon
Helpers / Chapati maker	1 for every 200 students	Blue
Cleaner/Washer	1 for every 125 students	Blue
Safaiwala	4	Blue
Serving Staff	1 for every 300 students	Blue
Cash Shift	1	Pink
Small Messes: Hostel No- 9 Big Messes: Hostel No- 10, 12/13/14,		

Note :- Uniform to be provided by the caterer and charges not to be recovered from the employees.

* Mess Manager (Should have Master Degree in related field with an experience of at least 3 years of supervision of mess / catering in an organization comparable to IIT B o m b a y in terms of area and size / at least a three-star hotel) will be deputed by the caterer in consultation with Institute authorities who shall necessarily be present for overall management of operations.

5. INFRASTRUCTURAL AND EQUIPMENT RELATED TERMS

- (i). All civil and electrical works will be attended by IIT Bombay. The caterer should inform the hostel manager for any maintenance/replacement etc.
- (ii). Kitchen equipment, cooking gas bank and dining hall furniture, service Counters, cooking utensils, crockery, cutlery, etc. will be provided by the respective Hostel. Upkeep of all items provided by Hostel will be the sole responsibility of the caterer.
- (iii). Refilling of cooking gas cylinders, procurement of good quality provisions and other consumables are the responsibility of the caterer. Gas cylinder bills should be paid on time, any violation related to late payments may result in appropriate fines.
- (iv). Security of licensed premises, equipment, fittings, and fixtures, furniture, etc. is the responsibility of the catering contractor.
- (v). Maintenance of kitchen equipment will be covered to the scope of service contract entered

into by IIT Bombay with equipment suppliers, but catering contractors should inform service contractors of maintenance requirements. Additional expenses on repairs and maintenance of equipment, if any, shall be borne by the caterer.

(vi). Any damage to the cooking equipment, gas pipeline, etc will be recovered from the caterer.

(vii) Caterer is supposed to take care of all the utensils and equipment handed over to him by the hostel. The caterer should be responsible for missing/damaged utensils and equipments.

(viii). Suitable fines will be imposed for damage to the civil and electrical infrastructure in the mess area by the catering staff. Strict actions/fines as necessary will be taken for violations related to unauthorised entry, alcohol and banned items within the hostel premises.

(ix). The caterer will make arrangements for their workers to stay outside campus. Only the required number of workers (approved by Warden of the respective Hostels) for the early morning operations will be allowed to stay in the Hostel premises as decided by the institute. At any given instance, the staff cannot be more than the number approved by the Hostel authority and the details of the staff who are staying in Hostel to be provided to the Hostel authority. Any changes in the number/details of the staff would attract the fine. No accommodation, except a changing/resting room will be provided to the mess workers of the caterer.

6. CONTRACT TERMS AND CONDITIONS

(i). There are total three Messes open for tendering process in the given tender (**Hostels 9, 10 and 12/13/14**). **The Institute has right to increase or decrease the number of messes for tendering at any stage of bidding. The Institute has prepared three buckets. The qualified bidder will be asked to pick a bucket out of three buckets. The details of the buckets are as follows: -**

- (i) Bucket 1 : H-12/13/14 (Big Mess)
- (ii) Bucket 2 : H-10 (Big Mess)
- (iii) Bucket 3 : H-9 (Small Mess)

(ii). Only those caterers who have at least one establishment in Mumbai and adjoining areas (within a **radius of 200 KMs**) shall be considered.

(ii). The caterer should preferably have experience for at least one year of providing catering services in a registered establishment of a minimum of 700 meals per day.

(iii). If a hostel wants to terminate the contract before the tenure mentioned in the agreement, the Caterer will be given one month notice on recommendations of respective Hostel through Hostel Affairs Council approved by Associate Dean (SA). In case the Caterer wants to quit before the conclusion of the agreement, the Caterer must give 3 months' written notice to the Hostel Council or must continue till the time the next caterer takes over the mess. Necessary orders of termination of contract will be issued on recommendation of respective Hostel through Hostel Affairs Council approved by Associate Dean (SA).

7. Issues related to Hygiene in the Mess and the Kitchen:

(i). Cleaning and Housekeeping of the kitchen and dining area will be the sole responsibility of the caterer.

(ii). Cleaning 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.

(iii). All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample Liquid soap for hand washing at the basin, clean towels to clean hands, hand gloves for mess workers who handle items like salad, Pani puri, etc., head caps for mess workers, and other measures as advised by the council. Maintaining soap for hand washing at the students' washbasin is also the responsibility of the caterer. It is the responsibility of the caterer to keep the kitchen and mess area clean all times.

(iv). Highest levels of hygiene must be maintained in the mess workers' toilet, with provisions for soap, towels, etc.

(v). Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.

(vi). IIT Bombay / Hostel would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.

(vii). The Caterer, at his own expense, should conduct medical examinations of all the workers every six months and keep the original certificates of fitness, indicating that they are free from any communicable disease, available in the mess for inspection.

8. No price hike will be provided to Caterer for any reason during the entire duration of the Tender Contract, except as mentioned in clause 1(xi) above or revision of the rate of taxes by the appropriate Government from time to time.

9. Services to be provided in the mess.

(i). The contractor should keep a separate counter for extras. The menu and suggestive prices for the extras in different meals is available in Annexure-B. The final decision on the rates, however, may be decided on recommendations of respective Hostel through Hostel Affairs Council approved by Associate Dean (SA).

RULES PERTAINING TO THE DAILY FUNCTIONING OF THE MESS

TIMINGS FOR THE MESS

1. Actual timing will depend upon the decision of the respective hostel's council and the caterer would be obliged to adhere to the council's instruction regarding it. Following is a tentative timing.

MEAL	WEEKDAYS	WEEKENDS
Breakfast	7:30 AM to 9:45 AM	7:45 AM to 10:00 AM
Lunch	12:00 noon to 2:15 PM	12:00 noon to 2:15 PM
Tiffin	4:30 PM to 6:15 PM	4:30 PM to 6:30 PM
Dinner	7:30 PM to 9:45 PM	7:30 PM to 9:45 PM

GENERAL STRUCTURE OF THE MENU

2. The following is the general structure of the menu. The detailed sample menu is provided in Annexure-'C'.

BREAKFAST:

- Indian dish
- Adequate Toasted Brown Bread and normal bread with butter, jam, and ketchup
- Sprouts/Boiled Pulses/Corn
- Milk (one Glass of 200 ml) with Bournvita/Complan/Horlicks OR Juice(200 ml)
- Cornflakes/Oats/Chocos/Muesli
- The egg/banana/paneer bhurji system that is to be followed is the number of eggs + the number of bananas = 3. For eg: Boiled egg (1 egg = 1 item worth), Omelette (1 egg omelet = 1 item worth), egg bhurji (1 cup = 1 item worth), banana (1 banana = 1 item worth), fruit other than banana (approx 1 bowl serving of fruit = 2 items worth), paneer bhurji (1 cup = 2 items worth). The caterer is supposed to serve 3 items worth of either egg/fruit/paneer bhurji.
- Adequate Tea and Coffee

LUNCH:

- Unlimited plain Rice on all 7 days along with any other special rice items as mentioned in menu (eg. Dum biryani, tomato rice, jeera rice, curd rice, etc.
- Unlimited Chapati (with and without Ghee)
- Adequate Dal, Sambar and Rasam
- One unlimited vegetable curry and one unlimited dry vegetable
- Adequate Salad and pickle
- Fried Papad (adequate) – 5 days a week, roasted papad- 2 days a week
- Fryums, *Chutney* as mentioned in the menu.
- Curd/*Raita*/*Lassi*/*Chaas*/*Rasna*/*Nimbu Pani*/*Jaljeera*/*Kokum*/*Aam Panna* as mentioned in menu

TIFFIN:

- One snack item adequate toasted brown/ white bread with butter, jam, and ketchup. Peanut butter should be served twice a week, if the mess council so desires.
- Adequate Tea and Coffee to be served on all 7 days of the week

DINNER:

- Adequate plain Rice on all 7 days along with any other special rice items as mentioned in the menu (eg. Dum biryani, tomato rice, jeera rice etc.)
- Adequate Chapati (with and without Ghee)
- Adequate Dal, Sambar and Rasam
- One Adequate vegetable curry and one adequate dry vegetable
- Adequate Salad
- Pickle
- Fried Papad (adequate) – 5 days a week, roasted papad- 2 days a week
- Sweet Dish (2 pieces of premium sweet or equivalent quantity as decided by the mess council), (either in lunch or in dinner)
- Curd/Raita as mentioned in the menu
- One Fruit (Cut fruit could be served for a maximum of 10 times in a month but can be varied at the council's discretion)
- **Note:** *This is just a sample format menu, changes are possible based on decisions of the **mess council**. There is a possibility of serving limited non-veg with no extra cost as well if some items from the menu are removed by the council.*

3. RULES PERTAINING TO FOOD

- (i). Adequate Salad will be provided during lunch and dinner. It will consist of lemon, green chilies (both raw and fried). Either tomato or onion must be there in the salad. It will also contain any two of the following in every meal: cucumbers, beetroots, carrots, and radish except when Groundnut, Corn, Sprouts, Minced or Cabbage Salad is being served. The choice of salads is complete with the Mess council.
- (ii). Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.
- (iii). The composition of a vegetable item should be exactly as specified by the council. E.g. if the council requires that onion or potato should not be mixed into an item, then it should be strictly followed.
- (iv). Seasonal drinks must be served in the mess as per the requirement given by the mess committee.
- (v). Special chutney and Sambar should be served with all South Indian dishes (like idli, dosa, etc.)
- (vi). *Raita* is served when dishes like Biryani are served. Plain rice has to be served in addition when there is biryani or pulav.
- (vii). Ketchup, Butter, Jam (of mentioned brands), Curd and *Chutney* has to be provided along with all dishes which need them and as decided in the menu.
- (viii). Caterers should provide special Dinner or Lunch on occasions like festivals for thrice a semester, **tea party (once a semester) and gala dinner once a semester**, as decided by the mess council, **at no extra cost**. Only the Food Cost will be managed by the Caterer. Decoration cost will not be borne by the Caterer. Sample menu of special, tea and Gala is placed at Annexure-‘H’.
- (ix). Food should be served and maintained warm at all times.
- (x). Tandoor items to be served twice a week, including Tandoori roti and Naan
- (xi). Paper napkins should be provided when fried food is served. Butter paper should be used to keep the fried items.

- (xii). Use of Dalda/Vanaspati Ghee or hydrogenated fats in any form is not allowed.
- (xiii). Different quality of rice should be used for Biryani and normal rice. Kolam rice should be used during normal meals and for special dinner / lunch, biryani etc. branded basmati rice should be used.
- (xiv). Water should be served on the tables and filled salt dispensers must be available on the table at all times.
- (xv). Cleanliness of the dining area to be maintained by the caterer at all times.
- (xvi). Curd to be served with Parathas at all times.

4. The dishes/items with their frequency is given below:

DISH/ ITEM	MINIMUM FREQUENCY
Paneer	Twice a week
Adequate Rasna, Khus Sharbat, Lemon water, Roohafza, Jal Jeera, Aam Panna	5 days in a week, other than the days of Chaas, Lassi
Soups	Twice a Week
Adequate Chaas, Lassi	Twice a week
Banana is to be served in breakfast OR other fruit	7 days in a week
Fruits must be served in tiffin/dinner	7 days a week
Cornflakes/Oats/Chocos/Muesli	7 days a week
Plain curd will be served, plain curd should be made from non-toned full cream milk.	Four times a week
Sweets (including ice cream)	7 days a week
One glass of milk (200ml)	7 days a week in Breakfast/Tiffin/Dinner
60 gram of Shrikhand/yogurt	Once a week
Slice of cheese	Once a week

**** The composition of the dishes/items will be decided by the hostel mess council, and also their position in the menu will be decided by the hostel mess council.**

5. OTHER RULES

- (i). **Special dietary food** should be cooked and served separately as per requirement, which is to be decided by the mess council on separate counters.
- (ii). The use of *monosodium glutamate* (Ajinomoto) is strictly prohibited. **Coloring agents known to cause health effects are strictly prohibited from use. Any items prohibited under the tender agreement should not be kept in the hostel mess or**

premise.

(iii). A sufficient number of counters, as decided by the Mess Council, should be operational.

(iv). A list of management or supervisory positions must be given by the caterer to the mess council, which states the name of person whom the mess council should contact for a particular issue in the mess. This list should be maintained formally and given to the mess council. Any changes in these positions should be told beforehand unless there is an emergency.

(v). Caterers should maintain a complaint and suggestion register and every complaint should be responded to by taking corrective measures in consultation with the hostel council.

(vi). Catering services for the institute and any other events held within the premises of the hostel may be undertaken only after obtaining written permission from the Hostel Council at least three days prior to the event.

(vii). Coupons for guest meals and extra items will be sold to the customer. The guests include Mess opt-out students / Residents of IITB/ guests of student and staff.

(viii). For every guest meal through coupon the Hostel will get a 20% share for every guest meal. The rate of guest charges of the meal is as follows: -

Breakfast	Rs 35/- + Rs 15/- (Milk)
Lunch	Rs 60/-
Tiffin	Rs 30/- + Rs 15/- (Milk)
Dinner	Rs 60/- + Rs 15/- (Milk)

(ix). Students approved for the rebate should get a 100% rebate maximum to 30 days subject to the approval from the respective Warden in an academic year (15 days per semester). Rebate applications will be submitted to the hostel office online/offline and the mess office will be informed online/offline at least before 2 PM of the previous day. The caterer must submit an email id to receive the rebate application. Students who choose for Mess Opt out in one of the semesters then they are not consider for 30 days rebate (They will be considered for 15 days rebate).

(x). Pest control in the Kitchen area, dining area, and Storage area should be carried out through licensed agencies at least once a month by the caterer. In case if the hostel council conducted pest control and paid the agency, the full amount of the Pest control contract should be reimbursed to the hostel. Records of pest control carried out in the kitchen and dining area should be maintained in the Mess Office all the time for inspection.

(xi). In case the mess is closed on any occasion or for pest control then special dinner/lunch shall be provided, in lieu of the missed meals, at no extra cost, if mess council requests. For every two pest control there would be one special Dinner/lunch.

(xii). In case special Dinner / lunch are not provided as per clause 3(viii), full refund for the missed meals has to be given to all students.

(xiii). Caterers should use fresheners regularly in the mess dining, kitchen and washing area to avoid foul smell.

- (xiv). Disposable Glasses and plates, spoons or any other disposable items, as instructed by mess council, should be provided to students at no extra cost at the time of breakfast and tiffin. Such items being provided should be food grade
- (xv). No stale (not fresh, items used in a meal) items should be found in a mess after 36 hours of its preparation. Fine will be imposed as decided by the mess council & Warden.
- (xvi). Food wastage should be weighed daily for all meals and should be displayed in the mess. The surplus mess food from each meal shall be distributed to the workers of the hostel as decided by the hostel council.
- (xvii). All the coupons purchased shall be punched properly and shouldn't be reused in any circumstances, failing to do so, the council has rights to take actions including fine against the caterer.
- (xviii). All decisions related to fines/violations etc will be discussed in the mess monthly council meeting and the same to be minuted appropriately and signed by all members present, which will be later shared with the residence after approval from the wardens. Sharing or distribution of any material or information without the approval of wardens is strictly not allowed. This applies both to the caterer and hostel student council.
- (xix). Sample food should be kept separately by caterers which should include all the items served in the mess for every meal and it should be preserved by them for the next 3 days. It should be stored with proper covering.

PENALTIES FOR VIOLATION OF RULES, TERMS AND CONDITIONS

The caterer will be fined in case of violation of the following rules:

Sl No.	Rule Violation	Minimum Fine per complain
1.	Violation of rule to (store / cook / serve Veg and Non Veg food separately)	Rs 1,00,000 or 70% of daily billing for one day. (Whichever is more)
2.	Non-availability of complaint registers on the counter / discouraging students from registering complaints	Rs. 10,000/- or 10% of daily billing for one day. (Whichever is more)
3.	Insects cooked along with food / found in the kitchen area	Rs. 50,000/- or 50% of daily billing for one day. (Whichever is more)
4.	Soft objects like hair, rope, plastic, cloth etc. in food	Rs. 10,000/- or 25% of daily billing for one day. (Whichever is more)
5.	Hard and / or sharp objects like glass pieces, nails, hard plastic etc.	Rs. 20,000/- or 40% of daily billing for one day. (Whichever is more)
6.	Any complaint of stones / pebbles of diameter more than 2 mm in food	Rs. 20,000/- or 40% of daily billing for one day. (Whichever is more)
7.	Three or more complaints of unclean utensils in a week	Rs. 15,000/- or 20% of daily billing for one day. (Whichever is more)
8.	If mess council in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily	Rs. 10,000/- or 25% of daily billing for one day. (Whichever is more)
9.	Food poisoning	Rs 3,00,000 to 200% of daily billing depending upon severity
10.	Not following slot timings mentioned in the tender or decided by the respective council.	Rs 10,000/- or 10% of daily billing for one day. (Whichever is more)
11.	If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin	Rs. 15,000/- or 15% of daily billing for one day. (Whichever is more)
12.	Changes in menu of any meal without permission of mess council	Rs. 10,000/- or 10% of daily billing for one day. (Whichever is more)
13.	If the quality of milk is not found to be appropriate, or it is diluted. (It should have 3-4% fat content or as	Rs 20,000/- or 20% of daily billing for one day. (Whichever is more)

	recommended by the council.)	
14.	Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.	Rs. 25,000/- or 35% of daily billing for one day.(Whichever is more)
15.	Failure to maintain a proper health checkup of the workers	Rs. 10,000 /- or 30% of daily billing for one day.(Whichever is more)
16.	Using brands not mentioned in the contract without prior permission and adulteration	Rs. 50,000/- or 50% of daily billing for one day. (Whichever is more)
17.	Any tampering with gas cylinders / gas pipelines	Rs. 30,000/- or 35% of daily billing for one day. (Whichever is more)
18.	Use of newspapers to keep fried items or any cooked food	Rs. 20,000/- or 10% of daily billing for one day. (Whichever is more)

Please Note:

1. Food poisoning may invoke the above fines, along with cancellation/termination of contract and possible blacklisting of the caterer. The security money deposited with the institute will not be refunded to the caterer in case the contract is cancelled/terminated for the above reason.
2. Absence of proprietor or his representative empowered to take decision from mess council meetings (which will be held once every month) on due invitation will attract a fine of Rs.20,000/- on caterer.
3. As and when the mess council proposes a fine, it will inform the representative of the caterer or mess manager and a fine will be imposed after approval of the Warden/Associate Warden with consent of the wardens.
4. Severity of hygiene failure shall be assessed and decided by the mess council / Hostel Affairs Council and fined appropriately. **In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.**
5. The caterer has the right to appeal to Associate Dean (SA) within 7 days of communication of the penalties against any of the penalties levied on them. The Associate Dean (SA) may pass appropriate orders in this regard, after due investigation. The decision of Associate Dean (SA) will be final and binding on all caterers.

BRANDS OF CONSUMABLES PERMISSIBLE

Cheese	Amul, Mother Dairy, Britannia
Kolum Rice	Royal, Donur
Basmati Rice for special rice	Everyday, Daawat Devaaya,
Custard Powder	Brown Polson
Handwash	Lifebuoy (non-diluted)
All non branded	As decided by the council
Oil (Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara use of Hydrogenated (vanaspati) oil is strictly prohibited)
Pickle	Mother's, Priya, Tops, Nilon's
Atta	Ashirvad, Pillsbury, Annapurna
Instant Noodles	Maggi, Top Ramen, Yipee
Flavoured drinks	Rasna, Roohafza, Mapro
Papad	Lijjat
Butter	Amul, Mother dairy, Govardhan, Shivamrut
Bread	Modern, Kwalitiy, Wibs, Britannia
Cornflakes	Kellogg's
Chocos	Kellogg's
Jam	Kisan, Mapro, Druk, Maggi
Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday, Shivamrut
Shrikhand	Amul, Shivamrut
Frozen yogurt	Mother dairy
Cow Milk (Half Cream/non- toned)	Amul, Mother Dairy, Govardhan, Shivamrut, Gokarna
Paneer	Amul, Mother Dairy, Shivamrut, Gowardhan
Tea	Brooke bond, Lipton, Tata, Taaza
Coffee	Nescafe, Bru
Ice Cream	Amul, Mother Dairy, Kwalitiy. Natural's, Havmor
Soya	Nutrela
Frozen Peas	Safal (offseason), Al kabeer

Caterers may use any other FPO/FSSAI approved brands only if permitted by Mess Council, in writing

BID EVALUATION PROCESS

1. The institute shall evaluate the responses to the Tender and all supporting documents/ documentary evidence. Inability to submit requisite supporting document / documentary evidence, may lead to rejection.
2. The decision of the IIT Bombay in the evaluation of responses to the tender shall be final. The Institute may ask for meeting with the Bidders to seek clarifications on the bids. The Institute reserves the right to reject any or all bids on the basis of any deviation. Each of the responses shall be evaluated as per the criteria and requirements specified in the tender document.
3. Criteria for evaluation.

SI No.	<u>Criterion</u>	<u>Documents to be provided</u>
(i)	The bidder shall be a firm/ company/ partnership/ proprietorship firm registered under the Indian Companies Act, 1956/ the partnership Act, 1932 and who have their registered offices in India.	Copy of Certificate of incorporation and partnership Deed. (As the case may be)
(ii)	<p>The bidder should be in catering business for not less than 5 years out of which 2 years should be in CFTI (Centrally funded technical institute). Bids of firms which are not in existence/catering business for 5 years as mentioned above shall not be considered.</p> <p>The criteria of prior experience for all startup, whether micro & small enterprises or otherwise is relaxed, subject to the meeting of quality and technical specification. However, the bidder must fulfil the criteria of the numbers of meals of at least 700 meals per day in at least one Institute.</p>	Work order with satisfactory and completion certificate issued by the competent authority. (Annexure- 'D')
(iii)	<p>Bidder should have a minimum annual average turnover of 7.50 Crores for the last three years <u>exclusively from providing catering services</u> (FY2021-2022), (FY2022-2023), (FY2023-2024).</p> <p>The criteria of prior experience for all startup, whether micro & small enterprises or otherwise is relaxed, subject to the meeting of quality and technical specification. However, the bidder must fulfil the criteria of the numbers of meals of at least 700 meals per day in at least one Institute.</p>	To be certified & validated by Chartered Accountant (CA) of the bidder's organization with name of CA, registration number, signature and stamp.
(vi)	The bidder is required to submit central / state license of his firm for running canteen / mess obtained under FSSAI Act 2006 along-with his technical bid	Central license for running mess (as per FSSAI act 2006)

(v)	Bidder should deploy FoSTAC certified Food Safety Supervisors as per FSSAI recommendations.	Details of the food safety Supervisors, FoSTAC Certificate should be attached along with Bid.
(vi)	Bidder should be registered with Income Tax and Goods & Service Tax departments	A copy of PAN CARD. A copy of Goods & Service Tax registration certificate in respect of Providing catering Services.
(vii)	Bidder should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other Labour authorities including under the Contract Labour (Regulation and Abolition Act) and payment of Gratuity Act	Self-Attested copy of the Employee Provident Fund registration letter / certificate. Self-Attested copy of the Employee State Insurance registration letter /certificate.
(viii)	The bidder or any of its partners/directors etc. should not have been blacklisted/debarred by any of the government caterer or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations.	Self-Declaration in the format at Annexure-‘E’
(ix)	The bidder must have carried out following catering assignment of minimum indicated value: - (a). Three completed annual catering services costing not less than the amount equal to 3.25 crores of the estimated cost; or (b). Two completed annual catering services costing not less than the amount equal to 4 crores of the estimated cost; or (c). One completed annual catering services costing not less than the amount equal to 6.50 crores of the estimated cost .	Certified Work/ Supply Orders /Agreements for award of catering service in support of past orders / contracts with Government clients / PSU / Public Sector Companies / Banks / Central & State Educational Institutes of repute. The caterer will have to furnish contact numbers of authorities from concerned organization for verification of successful / satisfactory completion of such catering work.
(x)	The bidder may participate in the scheduled pre-bid meeting and site visit. The bidders will be given an opportunity for site visit and understand user requirements on ground, provide inputs and seek clarifications. All such clarifications and inputs are to be preferably send in advance before the scheduled date of pre-bid meeting to hcu.office@iitb.ac.in / arhcu@iitb.ac.in	A roll of attendance of all those attending the pre-bid meeting and site visit, authenticated by suitable IIT Bombay authority will be recorded by IIT Bombay.

4. **Technical Evaluation Criteria.** Bidders who meet the pre-qualifications requirements would be considered as qualified to move to the next stage of Technical evaluation. Bidders, whose bids are responsive based on Pre- Qualification Criteria and score at least **70 marks** in Technical Evaluation in the following scoring mechanism would be considered technically qualified. Price Bids of such technically qualified Bidders shall be opened.

S.No.	Criteria	Marks Breakup	Marks	Maximum Marks
(i).	Firm's existence as per the tender clause	1-3 years	5	10
		3-7 years	7	
		7 years or more	10	
(ii).	Number of years of experience in CFTI as per the tender clause	1-3 years	5	10
		3-5 years	7	
		5 years or more	10	
(iii).	Number of similar work orders as per the tender clause (one 80% of estimated value or two 50% of estimated value will be counted as one)	One	5	10
		Two or three	7	
		More than three	10	
(iv).	Feedback/performance certificate from the previous two Institution/ Organisation/ CFTI	average score below 1-5	5	10
		average score below 5-7	7	
		average score above 7	10	
(v).	Site visit and feedback by the committee constituted by Associate Dean (SA). (Tentative parameters are given, final parameter may change as per the decision of authority)	Preparation of food	10	60
		Food taste and service	10	
		Serving facilities	10	
		Cleanliness and hygiene	10	
		Quality control practices	10	
		Manpower management	10	
Total				100

5. **Financial Evaluation.**

(i). The financial bids of technically qualified bidders shall be opened after completion of Technical Evaluation.

(ii). **Minimum Reasonable Cost (MRC)** : For evaluation of commercial bids, IIT Bombay has ascertained a minimum reasonable cost (MRC) as shown in para 5 of the tender, for providing catering service on a per head per day basis after evaluating the cost factors (i.e. costs on logistics, labour accommodation, raw material, menu, documentation, statutory payments, payments on the other contractual obligations, profit margin etc) involved in providing the service required at the mess using its own means. It may be noted that any prospective bidder quoting less than the Minimum Reasonable Cost will be rejected as an unreasonable quote.

(iii). Financial bids of Technically qualified bidders only will be evaluated on the basis of the lowest rate offered amongst the qualified bidders. If the price quoted by the bidder is found below the MRC (Minimum Reasonable Cost), then the bid will be rejected as on unreasonable quote.

(iv). As provided in the price bid format, the bidders will have to quote the price and the L-1 firm shall be declared on the basis of the lowest rate offered.

(v). No ambiguity should be there in the quoted price and the rate must be as per the price bid format. Conditional offer or the proposal not furnished in the format attached shall be considered non-responsive and is liable to be rejected.

(vi). **In case of tie** in commercial bid between two or more bidders, following procedure shall be adopted:

(a) The bidder with the highest technical score shall be the L-1 bidder and so on.

(b) In case of tie in technical bid, the bidder having the maximum period of experience shall be L-1 bidder and so on.

(c) L-1 bidder shall be asked to choose one bucket out of four bucket available (as per Para 6(i) of Contract: Terms & conditions).

(d) L-2, L-3 and so on bidders, in order of their merit, shall be ask to choose a bucket out of the remaining available buckets till all hostels given in the tender are chosen by matching the rate of L-1 bidder.

PERFORMA FOR THE TECHNICAL BID

Hostels for which the bid is being made: Hostel_____

Sr.N O	Particulars	Response
1	Name of the firm/ company/ partnership/ proprietorship	
2	Name(s) of the Proprietor(s)/Partner(s) etc.	
3	Address of the firm/ company/ partnership/ proprietorship	
4	Contact number Email address Mobile No.	
5	Annual turnover FY 2021-22 FY 2022-23 FY 2023-24	Please enclose duly filled Annexure – ‘G’
6	Shop & Establishment Registration No. from municipality (Please enclose the copy)	
7	Whether have FSSAI Certificate (Yes/ No) If yes, please enclose the copy	
8	PAN Card (Please enclose the copy)	
9	GST. No (Please enclose the copy)	
10	Whether have Employee Provident Fund registration letter / certificate (Yes / No) If yes, please enclose the copy Number of employees employed.	
11	Whether have Employee State Insurance registration letter /certificate (Yes / No) If yes, please enclose the copy	
12	Number of catering assignment carried out as given below: (a) Three completed annual catering services costing not less than the amount equal to 3.25 crores of the estimated cost; or (b) Two completed annual catering services costing not less than the amount equal to 4 crores of the estimated cost; or	Please enclose duly filled Annexure - F Specify the number along with copies of work orders

	(c) One completed annual catering services costing not less than the amount equal to 6.50 crores of the estimated cost.	
13	Whether the bidder or any of its partners/directors etc. have been black listed/debarred by any of the government caterer or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations.	Please enclose duly filled Annexure – ‘E’
14	Period of total experience including CFTI in catering service	(a). Total experience (including CFTI): (b). Experience in CFTI only:
15	Major establishment in/around Mumbai along with distance in Kms from IIT Bombay (at least two places):	(a). (b).

Signature of the Proprietor(s)/Partner(s) or Authorized Representative

Date: _____ Name of the signatory: _____

Place: _____ Designation: _____

Stamp:

Documents to be provided with the Technical Bid (photocopy)

- a) Bank solvency certificate (**3.5 crores**)
- b) Income tax return certificate (last three years)
- c) Catering (from FSSAI), food outlet & labor license
- d) Registration Certificate
- e) Details about PF/ESIC registration
- f) Balance Sheet (last 3 years)
- g) Partnership deed (If applicable)
- h) Sales Tax certificate
- i) Shop & Establishment Registration from municipality
- j) PAN card copy

Please note that bids without the information and documents mentioned above will be rejected without further consideration.

PERFORMA OF COMMERCIAL BID

Hostel for which the bid is being made: Hostel _____

Subject: Mess catering contract for Hostel _____.

Name of the firm/ company/ partnership/ proprietorship:

Quotation for the Big mess of Hostel: **H- 10 and H-12/13/14**

Catering Charges per day per person Inclusive of all taxes. (In Rs.)

Rs _____

(In words: _____)

Quotation for the Small mess of Hostel: **H-9**

Catering Charges per day per person Inclusive of all taxes. (In Rs.)

Rs. _____

(In words: _____)

Inclusive of all taxes per day per student. We have read and agreed to:

1. Terms and conditions pertaining to mess tendering contract
2. Rules pertaining to daily functioning of the mess.
3. Penalties for violation of rules, terms and conditions.

Signature of the Proprietor(s)/Partner(s) or Authorized Representative

Date: _____ Name of the signatory: _____

Place: _____ Designation: _____

Stamp:

The present student strength of various Hostel open for tender (**Hostels 9, 10 and 12/13/14**) are as follows: -

Hostels	Student Strength
Hostel 9	506
Hostel 10	993
Hostel 12/13/14	1948

IMPORTANT NOTE:

- *These are indicative numbers and does not guarantee the minimum numbers of the meals to be provided by the caterer.*
- *These numbers are liable to change. Any student can choose not to register for mess facility permanently, in such a case 30% of the monthly mess (according to the base price) will be paid by the concerned student to the caterer for each such student as a compensation and the student may continue eating by paying for individual meals on normal per day cost that is applicable for guest as given in clause 5(viii)of the document.*

EXTRA ITEMS

S.N.	Particulars	Price (INR)
1.	Milk (200 ml)	15.00
2.	Milk with Bournvita (200 ml Milk + 15 gram Bournvita)	18.00
3.	Milk with Chocos (150 ml Milk + 30-gram Chocos)	18.00
4.	Milk with Cornflakes (150 ml Milk + 30-gram Cornflakes)	18.00
5.	Egg Bhurji(150 grams/1 bowls)	20.00
6.	Omelette, Full fry, Half fry (Made of 2 Eggs)	20.00
7.	Boiled Eggs	8.00 per Egg
8.	Egg Curry Masala (2 Eggs+Adequate Gravy)	40.00
9.	Fish Fry (225-250 gram)	50.00
10.	Chicken Masala (225-250 gram) (Min 3 Pcs)	55.00
11.	Chicken Tikka Masala (225-250 gram)	55.00
12.	Chicken Lollypop(4 Pieces)	55.00
13.	Chicken Sukka (225-250 gram)	55.00
14.	Chicken Hyderabad (225-250 gram)	55.00
15.	Chicken Biryani (3 Pieces+Adequate Rice)	55.00
16.	Other Chicken items (225-250 gram)	55.00
17.	Paneer Chilly (225-250 g678ram)	40.00
18.	Paneer 65 (225-250 gram)	40.00
19.	Paneer Biryani (5 Pieces+Adequate Rice)	40.00
20.	Other Paneer items (225-250) gram	55.00
21.	Aam Ras (200 ml)	25.00

***Revision of rates can be done as per the recommendation by Hostel Mess Council.**

SAMPLE MENU FOR HOSTEL MESSES

Please note that this menu is just for reference, the actual menu may deviate from this one, as per instruction of the council

DAY	BREAKFAST	LUNCH	TIFFIN	DINNER
Monday	Gobi Paratha, Schezwan, Chutney, Pickle, Boiled, Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Aloo Chatpata, Rajma, Dal, Tomato Rice, Methi Puri, Chhas, Papad, Salad	Burger, Bread Butter Jam(BBJ), Tea, Coffee, Milk(Hot/Cold)	Veg Makhanwala, Gobi matar Chaman, Chapati,
Tuesday	Poha + Sev, Boiled Egg, Omelette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Paneer Tikka Masala, Rasam, Dal, Chapati, Masala Rice, Papad	Masala Dosa, Cold Coffee, Sambhar, Chutney, Bbj, Tea, Coffee, Milk(Hot/ Cold)	Malai Kofta, Arbi dry, Chapati, Rice, Dal Makhani, salad
Wednesday	Mix Veg Paratha,, Curd, Pickle, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Chana Masala Dry, Kadi Pakoda, Dal Khichdi, Sada Puri, Boondi Raita, Papad	Samosa, Ice Tea, Bbj, Tea, Coffee, Milk(Hot/ Cold)	Baingan Bharta, Tomato Carry, Salad,, Dal, Rice,
Thursday	Idli,, Boiled Egg, Omelette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Veg Kolhapuri, Aloo Gobi Matar Dry, Paratha, Jeera Rice, Dal, Papad	Veg Cheese Burger, Bbj, Tea, Coffee, Milk(Hot/Cold)	Paneer Butter Masala, Bhindi Fry, Dal, Rice, Chapati, salad
Friday	Onion Tomato Uttapam, Sambar, Chutney, Boiled Egg, Omelette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Corn Matar Kadhai, Sprouted Dry, Dal , Chapati, Rice , Papad	Noodles, Bbj, Tea, Coffee, Milk(Hot/Cold)	Rajma, Paneer bhurji, Dal, Jeera Rice, Chapati,
Saturday	Puri Bhaji, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Kala Chana, Dum Aloo Gravy, Chapati, Rice, Papad, salad	Pav Bhaji, Bbj, Tea, Coffee, Milk(Hot/ Cold)	Chhole Tariwaala, Aloo gobi, Chapati, Dal, Rice, Sal
Sunday	Idli, Sambhar, Chutney, Boiled Egg, Omelette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Chhole Bhature, Tur Dal, Imli Chutney, Rice, Salad, papad	Bhel Puri, Nimbupani, Bbj, Tea, Coffee, Milk(Hot/Cold)	Gatte Ki Sabji, Missi Roti, Chutney, Pulav

PERFORMANCE CERTIFICATE

This is to certify that _____(Firm Name) has provided the catering service to _____(Institute Name) from_____ to_____.

The performance of the caterer is as follows as per available records.

Sl No	Parameter	Very Poor (a)	Poor (b)	Good (c)	Very Good (d)	Excellent (e)
		1 Mark	2 Mark	3 Mark	4 Mark	5 Mark
1	Food taste and service					
2	Cleanliness and hygiene					
3	Quality Control practices					
4	Manpower Planning					
	Total					

Average Score: Total (a+b+c+d+e)/4 =

Any warning Letter issued: YES/NO:

Is overall performance of the firm satisfactory:

Overall Feedback:

Recommended/Not recommended

Signature and Stamp of authority
Date:
Place:

NOTE:

1. The Performance Certificate should be provided on the letter head of the Institute/ Organisation.
2. The performance certificates from previous CFTI/ organization/ Institute. **At least two experience certificates** from different Institute is required. **(Average of scores from certificates will be considered for evaluation)**
3. Only certification from the designated authority will be considered as valid.

SELF-DECLARATION – NO BLACKLISTING

(Date)

Associate Dean SA,
IIT Bombay

Dear Sir,

Ref: Tender for providing Catering Services at IIT Bombay

1. In response to the Tender Document for providing catering services at Permanent Campus Mess at IIT Bombay, I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

2. We further declare that presently our Company/ firm is not blacklisted or debarred and not declared ineligible for reasons on corruption & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

3. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future against any other tender.

Yours faithfully,

Place:

Signatures _____

Date:

Name _____

Seal of the Organization

WORK ORDER DETAILS

(TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)

Sl No.	Evaluation Criteria	Name of the Client	Order No. and Date	Amount of the Work order (INR)	Number of Diners	Remarks
	List of Work Orders where similar type of Work(s) executed by the Agency during last 10 years as on the date of publication of this tender					
	Submission of minimum 02 years CFTI experience (Work orders of CFTI should be attached) The numbers of meals must be at least 700 in at least one Institute.					
	At least one similar work of 6.50 crores of estimated volume (INR) (OR)	1.				
	Two similar completed works of at least 4 crores of the estimated volume (INR) (OR)	2.				
	Three similar completed works of at least 3.25 crores of the estimated volume (INR)	3.				

Signature with Seal of the Bidder:

Name in Block Letter:

Designation:

Contact no.

Date:

Full Address:

ANNUAL TURNOVER DETAILS
(TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)

Evaluation Criteria			Remarks
Bidder's Annual Turnover for last three financial years from similar catering services.	Financial Year	Turnover in Rs.	To be certified & validated by Chartered Accountant (CA) of the bidder's organisation with name of CA, registration number, signature and stamp. In case of failure to submit aforesaid document, bids will not be considered.
	2023-24		
	2022-23		
	2021-22		

Signature with Seal of the Bidder:

Name in Block Letter:

Designation:

Contact no.

Date:

Full Address:

TENTATIVE MENU

Tea Party

Sr No	Items	Quantity
1	Drinks	2
2	Starters	4
3	Tea/Coffee	2
4	Snack Items	2
5	Cookies/Wafers	Unlimited
6	Dessert	2

Special Lunch/Dinner

Sr. No.	Items	Quantity
1	Drinks	3
2	Starters	4(2 Veg + 2 Non Veg)
3	Main Course Sabzi	3(2 Veg + 1 Non Veg)
4	Breads	2
5	Soup/Raita	Unlimited
6	Dessert	3
7	Special Rice	2(1 Veg + 1 Non Veg)

Gala Dinner

Sr. No.	Items	Quantity
1	Drinks	3
2	Starters	4(2 Veg + 2 Non Veg)
3	Main Course Sabzi	5(3 Veg + 2 Non Veg)
4	Breads	4
5	Soup/Raita	Unlimited
6	Dessert	3
7	Special Rice	2(1 Veg + 1 Non Veg)
8	Live Chaat/Snacks	3 type of counters
9	Paan/Mukhwas	1 counter
10	Fruits/Special Salad	1 Counter

* Note : The above menu is tentative only. The actual menu may be decided by the respective Hostel councils.