TENDER DOCUMENT

భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

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NOTICE INVITING TENDERS

For

Providing Mess Services at Mess A and Mess B at the IIT Hyderabad Campus - 2023

(Open Tender)

F.NO.IITH/MS/103/ MESS/2023   **Dated.10.10.2023**

The Director, IIT Hyderabad (IITH) proposes to select TWO caterers, One each for Mess A and Mess B, each with a guaranteed 1800 resident students (during the regular semester) and for an approximate total of 4000 resident students, conforming to the specifications given in the annexed schedules. The Institute functions from its campus at Kandi, and both Mess A and Mess B are located within the Institute campus.

The Tender Document can be downloaded from https://eprocure.gov.in/eprocure/app.

OR Central Public Procurement (CPP) Portal https://eprocure.gov.in/eprocure/app.

OR Institute website- https://iith.ac.in/tenders.

The bid is to be submitted online only through the E-procurement portal of https://eprocure.gov.in/eprocure/app. up to the last date and time of submission of tender. The tenders should be submitted under the two-bid system, i.e., Technical bid and Financial bid.

The clients currently being serviced by the bidders, as mentioned by them in the technical bid, may be inspected by the Mess Tender Committee to assess their suitability of service. The tentative tender schedule is given below.

1	Advertising the tender	Oct 10, 2023
2	Pre-bid meeting	Oct 20, 2023, 2:30 PM
3	Bid submission deadline	Nov 06, 2023, 11:30 AM
4	Last date for receipt of hard copy of technical bid	Nov 07, 2023, 3:00 PM
5	Technical Bid opening	Nov 07, 2023, 3:00 PM
6	Interview of the qualified bidders	Nov 16 , 2023, 10:00 AM

Technical bids with any price indications will be summarily rejected. Financial bids/offers only of technically qualified bidders will be opened, i.e., whose technical bids are acceptable to the Mess Tender Committee. Any changes to the schedule will be published at the CPP Portal and IITH Tenders website. www.iith.ac.in/tenders.

The final selection of caterer(s) will be based on a weighted scoring system described in Schedule-A. **The decision of the Institute (IITH) is final and binding in awarding the tendering contracts, by an open tender.**

Due to any unforeseen pandemic or natural disaster situations, if the date of starting of the operation has to be postponed or if the operations have to be carried out with reduced strength, or both, a revised rate for the basic menu will be negotiated with the successful bidders.

Registrar

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app.

Registration:

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrollment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

Searching For Tender Documents:

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

Preparation of Bids:

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or ''Other Important Documents'' area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

Submission of Bids:

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other

cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

9) After submitting the bid online the bidder has to submit the hard copy of the Technical Bid (without any financial offer) duly superscribing the tender reference number at **"MS Section, Room No.A-222B, Academic Block-A, IIT Hyderabad, Kandi, Sangareddy-502284"** on or before technical bid opening date & time.

Assistance to Bidders:

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact details of the helpdesk are +91 0120-4711 508, +91 0120-4200462, +91 0120-4001002, +91 0120-4001005 and support-eproc@nic.in .

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SCHEDULE – A: Important Conditions of the Tender Process to be Abided by the Tenderer

1. **Eligibility to participate in the tender:** This is an open tender.

2. **Pre-bid Meeting**

Tenderers shall try to attend the pre-bid meeting in person on **20.10.2023 at 2:30 PM** in Room # 211, Academic Block A, IIT Hyderabad, Kandi, Sangareddy, Telangana, 502284. Those who want to attend the pre-bid meeting must register for the same at the google form : https://forms.gle/hRYHkujEzAGcGGYU6 before 19.10.2023,3.00 PM.

3. **Submission of Tender:**

As mentioned in the previous section (Instruction for online bid submission : Pg - 5)

4. **Two-bid System (Online through CPP Portal):**

The offers/bids should be submitted under the two-bid system, i.e., Technical bid and Financial bid. The following documents are required to be submitted in response to the tender notice online:

- **Technical :** Covering letter, proof of EMD (Earnest Money Deposit), and the tender fee. Signed documents of Tender Schedule A, Schedule B, Schedule C, Schedule D, Schedule E, Schedule F, and annexures A, B, C, and E along with any supporting documents (all the documents are to be submitted in a single pdf file after duly numbering). Hard copy of the Technical documents submitted online along with original EMD(if any) is to be sent to this institute on or before Technical bid opening date & time.
- **Financial** : Bidder has to download the BoQ from the CPP Portal and upload the same online on the portal after duly filling the detailed prices. indicating details of the rate for each item the Caterers are willing to quote, and operate with, for the entire tender period with no price hikes. The indicative is given in Annexure D - Financial Bid.

5. **Earnest Money Deposit (EMD) and Security Deposit:**

EMD of **Rs. 20,00,000/- (Rupees Twenty Lakhs only)** in the form of Insurance Surety Bonds/Account Payee/Demand Draft/ Fixed Deposit Receipt/Banker's Cheque/ Bank guarantee or payment online from any commercial Banks (As per format enclosed as **ANNEXURE- 'I'**) of a scheduled bank in the name of Director, IIT Hyderabad, valid for 180 days from the date of or Online Payment through the e-Procurement portal mapped to IIT Hyderabad Account. The Scan Copy of the Bank Guarantee /Proof of Payment made online to CPP Portal should be submitted along with technical bid.

The original document (other than online payment) should be posted/couriered/given in person along with the hard copy of technical bid to the **Management Services Section of IIT Hyderabad (A-222B, Academic Block-A, IIT Hyderabad, Kandi, Sangareddy-502284)** on or before the opening of Technical Bid. In case of non-receipt of the original document before the due date of opening of technical bid, the uploaded bid will be summarily rejected.

The firm registered with NSIC/MSME must furnish proof of registration along with their quotation failing which the bid will not be considered.

Exemption from submission of Bid Securing Declaration against valid and relevant NSIC /MSME Certification is permitted, however it shall be subject to scrutiny by the IITH and if during scrutiny, it is found that the NSIC Certificate is invalid and/or irrelevant, then that bid is liable to be rejected as "not-accompanying EMD". Therefore, Bidders claiming exemption from EMD/Bid Securing Declaration against NSIC certificate, should ensure the same carefully, while submission of their bids.

Note: If in the view of bidder, any exemption / relaxation is applicable to them from any of the eligibility requirements, under any Rules / Guidelines/ Directives of Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule/Guidelines/ Directives with a copy of such notification. In this case the bidder must submit necessary and sufficient documents along with the technical bid, in support of their claim. The relevant and valid certificates in support of claim of exemption must be submitted along with the Technical Bid.

i) The BIDDER who submits the tender on behalf of their principals should produce documentary evidence in support of their authority to quote or submit Performa invoice of their principals for this tender.

ii) The successful BIDDER, on award of contract / order, must send the contract / order acceptance in writing, **within 7 days** of award of contract.

iii) Bids submitted without Bid Securing Declaration / relevant MSME/NSIC Certificates will be rejected & no correspondence in this regard shall be entertained.

The account details for **online payment of EMD** are as follows:

> **Bank Name:** SBI
> **Bank Account No. :** 30412797764
> **Account Name:** Indian Institute of Technology Hyderabad
> **IFSC Code:** SBIN0014182
> **Branch:** IIT Kandi.

The EMD will be returned to the unsuccessful bidders without any interest.

6. Security Deposit:

Successful bidders should submit a security deposit of Rs.40,00,000/-(Rupees Forty Lakhs only) in the form of DD or Bank Guarantee valid up to sixty days beyond the contract period before the award of the contract. No interest will be paid on the Security Deposit.

7. Tender Fee:

Bidders should pay a non-refundable tender fee of Rs 1180/- (Rupees One Thousand One Hundred and Eighty only) inclusive of GST by transferring the amount online to the IITH account. The account details are:

Bank Name: SBI
Bank Account No. : 30412797764
Account Name: Indian Institute of Technology Hyderabad
IFSC Code: SBIN0014182
Branch: IIT Kandi.

The fee should be received in the IITH account before the last date of bid submission. A copy of the receipt of the fee transfer should be enclosed with the technical bid**. Any tender without the tender fee will be considered as NON-RESPONSIVE and will AUTOMATICALLY STAND REJECTED**. Any other form of payment will not be accepted.

8. Authority to Sign tender documents:

All documents must be duly signed by the tenderers at the bottom of each page.

a) If an individual or a proprietor of a firm is a signatory, he/she must sign.

b) In the case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm (a certified copy of the Power of Attorney must accompany the documents) must sign.   In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished.

c) In the case of a limited Company or a Corporation, the documents shall be signed by a duly authorized person holding Power of Attorney for signing the documents, accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

9. Compliance /Confirmation:

The tenderer shall sign all pages of the following schedules and submit along with the Annexures - A to E.

The tender schedule highlights the important service conditions to be strictly abided by all tenderers.

a) Schedule A lists the important conditions of the tender process to be abided by the tenderers

b) Schedule B refers to the terms and conditions for providing catering services.

c) Schedule C refers to the brief description of the basic menu to be served.

d) Schedule D refers to the staff requirements

e) Schedule E refers to the rates and quantities of the extra menu items.

f) Schedule F lists the violations and penalties

g) Annexures A has the technical bid form

h) Annexure B has the quality assessment certificate form

i) Annexure C has the template for the experience certificate.

j) Annexure D has the financial bid form

k) Annexure E has the checklist

It is mandatory that all tenderers must sign and submit these schedules along with their tender submissions.

10. SCOPE OF WORK

Presently IIT Hyderabad has an approximate total of 4000 resident students which may vary from month to month. IITH intends to operate Mess A and Mess B, each with one caterer. Both Mess A and Mess B have similar facilities and have two dining halls each with individual kitchens and washing facilities. The caterer is responsible for serving in both dining halls in each mess. The tenderer must be ready to cook only vegetarian food in one of the kitchens upon request from the Mess Council without any increase in the tender prices.

Every Month, students will enroll with either of the mess for the ensuing month, and IITH/ hostel office will provide the list of students enrolled in each mess in advance to the Caterer. IITH guarantees a minimum of 1800 students for each caterer every month during regular operation of the semester. The maximum number of students that can be allocated to any mess in a month will be approximately 2400. However, during any unforeseen circumstances and the occasional deep cleaning, all students may have to dine in a single mess/dining hall. During the first month of operation, effort will be made to distribute the students equally between the two mess.

All the software required to check the authenticity of the students who are coming to the mess will be provided by IIT Hyderabad and some hardware equipment such as Personal Computer, scanner, webcam, etc. have to be set up by the caterer.

10.1 Description of Mess Facilities at IIT Hyderabad

The mess council reserves the right to assign any of the mess/kitchen facilities such as furniture or the kitchen equipment to the caterer based on availability/requirement. The tenderer may visit these facilities and assess the available infrastructure before submitting the tender. Any additional requirements, necessary for efficient services must be arranged by the caterer without any extra charge. The mess council shall reserve the right to assign operation of both mess facilities to one caterer if the need arises.

10.2 Provisions for different types of diners and Vacation mess

All the students staying at IITH hostels are required to subscribe to the dining facility during the semester and IITH will pay the mess fee directly to the caterers for these students. Day-scholars, staff, and interns will have the option to avail the mess facility on pay-per-meal or pay-per-month basis.

Both messes will be operational throughout the year. The mess council will decide the duration of the vacation mess. The vacation period for the dining facilities can be slightly different from the academic calendar. The academic calendars of the last few years can be found at IIT Hyderabad website: https://iith.ac.in/academics/calendars-timetables/. During the vacation period and the mid-sem breaks, a reduced strength of approx. 600 diners will be guaranteed to each caterer during this period.

11. The opening of the Tender:

The bids will be opened by the Mess Tender Committee duly constituted for this purpose. **Offers without EMD and tender fee or with invalid EMD stand automatically rejected**. The technical bids will be examined and evaluated to decide suitability for the said work. Only those financial bids of the tenderers whose technical bids are qualified will be opened.

12. Independent verification of the Tenderers' Clients:

Complete details of clients of the tenderers must be enclosed with the Technical bid. Clients' addresses, name(s) of contact person(s), email addresses, phone numbers, number of diners served, year and duration of the service must be listed in the enclosure. The Mess Tender Committee may visit/contact the

establishments/mess/dining facilities serviced by the tenderers, and their reports will form valuable input in the evaluation process.

13. (a) Daily Rate:

The caterer should serve the basic menu as indicated in Schedule-C every day which includes breakfast, lunch, evening tea/coffee/milk, and dinner with the quantities mentioned therein. The meal-wise rates for the mess subscribers, whose guaranteed numbers are provided in the section "scope of work" should be quoted in the price bid. It should be noted that the basic menu will be different for different days in a week. Therefore, the quoted price should represent the average for the seven days.

The Financial bid must include price quoted as rate per day per student as indicated in the price bid format. All prices quoted by the bidders should be inclusive of taxes, service charges and any other charges as levied by Central and State Governments. The percentage of taxes and service charges must be clearly indicated therein.

13 (b) Serving extras on daily basis:

In addition to the basic menu, snacks and additional curries are required to be served on payment basis. At least two egg preparations during the breakfast, two snacks (minimum one vegetarian) during the evening tea, and two curries (minimum one vegetarian) during lunch should be made available for purchase by diners every day. If there is a significant demand, the extras may be served during dinner as well. The items, the quantities to serve, and their prices are listed in Schedule E and are to be adhered to strictly. The items to be made available every day should be decided in consultation with the Mess Council and student representatives. One cannot buy an extra item without paying for the basic meal.

14. Alternative Proposals:

Tenderers shall submit offers that strictly comply with the requirements of the Tender document. Any alternative proposal or modifications shall automatically render the tender invalid. Offers with conditional rebate shall automatically render the tender invalid.

15. Validity of Offer:

Tenderers shall agree to keep the tender open for 90 (ninety) days from the due date of submission thereof and not make any modifications in the stated terms and conditions.

16. Acceptance and Rejection:

IITH reserves the right to shortlist/reject any or all tenders and accept the whole or any part of tender without assigning any reason.

17. Technical Bid Evaluation and Qualification:

A three-step technical evaluation process will be followed. A composite technical score will be calculated based on these evaluations. 25% weightage will be assigned to the first two rounds of the technical evaluations combined, 15% weightage will be assigned to the presentation, and 60% weightage will be assigned to the price bid.

Technical Evaluation 1:

1. Should have served at least 900 persons at one place and at least 600 persons at two other places in a single shift daily for a period of at least one year within the last three years. The three places should be in different organizations.
2. The annual revenue from each of the locations should be at least Rs. 1 crore.

3. Completely filled QAC forms (Annexure B) must be collected from each of the three clients (as per point 1). Only the template given in Annexure B should be used. An experience certificate (Annexure C) should accompany the QAC form. Both the forms should be printed on assessor's letterhead.
4. At least one of the three clients must be a Centrally Funded Institute (CFI).
5. The average total score from the three QAC forms should be at least 80% to qualify for the next round.

Technical Evaluation 2:

1. The experience of the caterers qualified in the first round will be evaluated independently by IITH.
2. IITH representatives will collect feedback from the existing clients of the caterer.
3. **If the result of the independent verification does not match with the first round of technical evaluation, the bid will be disqualified.**

Technical Evaluation 3 (Presentation):

1. The bidders qualified in the second round will be called for an interview/presentation with the tender evaluation committee.
2. The presentation should highlight the background of the organization, relevant experience and a proposed working plan at IIT Hyderabad. It is mandatory to appear physically for the presentation.

18. Financial Bid Evaluation and Final Selection:

The final selection of the caterer shall depend on a weighted criteria scoring system as described in subsequent paragraphs. If the Mess Tender Evaluation Committee decides that the daily rate quoted by any tenderer is too low with reference to the quality and quantity specified in the tender, the respective tenders will not be considered.

The opening of the Price Bid: After verification of the documents, the price bid of only those bidders who satisfy all the eligibility criteria laid down in this notification will be opened online. If any documents produced in support of the eligibility criteria turns out **NOT** to be genuine, the EMD stands automatically forfeited, whether before awarding of work or otherwise.

Marks for the price bid: Price bid carries 60% weight. The tenderer who quotes the lowest price; a) subject to compliance with Minimum Wages, ESI and EPF contributions, Bonus for normal staffs and b) subject to compliance with standard remuneration for Supervisors- Managers (in respect of each of the locations/clients from whom experience certificate and QAC is submitted); will be given a score of 100 for price bid. The bids that are not compliant with a) and b) stand automatically disqualified. The tenderers will be allotted score relative to the score of the lowest tenderer, as below:

$$FS = (100 \text{ x } L1) / L$$

Where

FS = Marks for the price bid for each eligible tenderer

L1 = Lowest quoted price per day per student inclusive of GST among the eligible tenderers

L = Quoted price per day per student inclusive of GST by each eligible tenderer

This will be normalized to 60% which is the maximum score for the price bid.

Total marks out of 100 scored will be the total of marks for technical bid, price bid, and presentation. After calculation of total scores, **two bidders** with the highest total scores will be offered the opportunity to serve at IITH, subject to the condition that both of them agree to serve at the lower of the prices quoted by the two. If a tenderer does not agree to match the price of the lower price bid, the opportunity will be given to the tenderer whose total score was third highest and so on.

Between the two finally selected bidders, the one with the higher total score will be given the opportunity to select the mess of their choice. In case of a tie between two caterers, priority will be given to the bidder with the higher technical score to break the tie. If both bidders have the same technical scores as well, priority will be given to the bidder who has executed contracts of higher monetary values in IITs, IIMs, and NITs.

The Director, IITH reserves the right to: (a) reject any or all the tenders without assigning any reason whatsoever; (b) not bind himself to accept the lowest or any tender; (c) reject the bid if it is found that bidder has under-quoted (price), and (d) accept the whole or any part of the tender, and the tenderer shall be bound to perform the same at the rates quoted, and (e) select only one caterer or cancel the tender. **Canvassing in connection with tender/quotation is strictly prohibited.**

20. Disputes and Arbitration:

a. All disputes arising out of or in connection with the present contract shall be finally settled under the Rules of Arbitration of the Indian Institute of Technology, Hyderabad by one or more arbitrators appointed in accordance with the said Rules. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to the arbitrator at the time of invocation of arbitration under the clause. It is a term of the contract that the cost of an arbitration shall be borne by the parties themselves. The venue of arbitration, if any, shall be at Sangareddy/Hyderabad and the Language shall be Hindi/English.

b. Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

21. Schedules:

Please refer to and follow the procedure given in this Tender schedule provided in the notification for submission of tender documents.

22. Payment to the Caterer:

The daily rate quoted by the caterer shall include the following costs (both capital and operational):

a) Wages for all relevant human resources, including for the maintenance and cleaning of mess premises both external and internal.

b) Fuel

c) Dishes and vessels for cooking etc.

d) AMCs for the supplied equipment

e) Deep cleaning of the mess is required to be done two-times a year. IITH will appoint an agency for deep cleaning and the cost will be paid by the mess contractor. The estimated cost of deep cleaning two times per year for each mess is approximately Rs. 4 Lakhs.

e) All general provisions including vegetables, fruit and milk of good quality,

f) Logistics - transportation, loading and unloading, and storage,

g) Utilities (water, electricity, etc.) usage beyond permissible limits,

h) Waste disposal charges, and other cost heads specified by IITH. Waste disposal should be done at least twice a day and necessary arrangements should be made by the tenderers.

i) Taxes as applicable, if any

IITH will ensure payment to the caterer of 80% of each month's bills within the first 10 days from the submission of the bill in the following month. The balance 20% of each month's bills shall be settled on or before the 25th of the following month, subject to the performance/compliance evaluation of the caterer. The Mess Monitoring Committee shall review the service performance of the caterers through regular inspection visits and meetings. Based on the feedback from MMC, the applicable non- compliance charges as mentioned in "Schedule –F: Penalties" shall be levied upon the caterer.

23. Force Majeure:

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed here in shall mean, acts of god, war revolt, riots, fire, flood, epidemic, plagues and act and regulations of the Government of India or any of its authorized agencies. Time for performance or relative obligation suspended by the Force Majeure shall be extended by the period for which cause lasts or condoned by the Institute without any penalty. If the performance in whole or in part or in any obligation under this contract is prevented/suspended or delayed by any reason of Force Majeure for a period exceeding 90 days, either party may have its option to terminate the contract without any financial repercussion on either side.

24. Acknowledgement:

It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to abide by them.

Date: Signature of Tenderer

Place: Official seal and address

SCHEDULE – B: Terms and Conditions along with Responsibilities of the Caterer

1. Mess facilities consisting of kitchens and dining halls on 'as is basis', are provided by Hostel Management. The caterer has to arrange for cooking food in the kitchen(s), and serve it in dining halls. Prospective caterer(s) may inspect available facilities with prior appointment.

2. The caterers are required to provide all the meals as per the contract without fail. If a mess has to be closed for unscheduled cleaning/maintenance or pest control as assessed by the mess council, the caterer has to compensate for it by providing an equivalent number of special meals at no additional cost. The menu for the special meal will be decided in consultation with the mess council.

3. The Contract Agreement would be for one year and, subsequently, may be renewed every year for an additional period of two years or part thereof, subjected to satisfactory performance.

4. On expiry/termination of the license, the caterer must vacate the licensed premises. All fixtures, furniture, utensils, etc. which are properties of IITH should be handed over to the Hostel Management in good and tenable conditions. Cost of repair charges for mishandling and wilful damages, except normal wear and tear, will be deducted from the Security Deposit. Shortfall if any have to be paid by the Caterer.

5. The caterer shall not construct or make any structural alterations or install additional fittings in the premises of the workplace without prior written approval from the Hostel Management. The caterer shall not assign, sublet, or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.

6. Hostel Management shall provide the following. Water for cooking, washing, and cleaning, drinking water, electricity for the exclusive purpose of running the dining services for IIT Hyderabad. Every effort must be made by the caterer to minimize electricity and water usage. Hostel management will provide existing items like gas ovens, refrigerators, and exhaust fans.

7. Procurement of the following items/services is the responsibility of the caterer with the approval of the Hostel Management:
   (a) High-quality vegetables, fruits, provisions, dairy products, protein/meat, etc.
   (b) The Caterer shall be solely responsible for the arrangements of cooking gas, refills, and their safety.
   (c) The caterer has to make their own arrangements for procuring utensils, tools, equipment, i.e., movable items – commercial toaster, dinner plates, water tumbler, tea tumbler, snacks plate, spoon, fork, bowls, etc. to run the system smoothly and efficiently. Hostel Management will not supply any such required items to the caterer. Usage of any plastic items is strictly prohibited.
   (d) The AMC charges for the tools and equipment provided by IITH namely: dish washer, freezer, water dispensers, water cooler, roti maker, grinders, floor cleaner, water purifiers, Bainmarie counters, etc. are to be paid by the caterer.
   (e) The caterer must provide all additional requirements, necessary for efficient services without any extra charges.
   (f) Waste disposal at least two times a day is the responsibility of the caterer. Necessary logistics should be arranged by the caterer to remove the waste (both food and non- food) generated by the mess to designated waste disposing areas outside IITH campus on a daily basis. The contractor is liable to be penalized for clogging of drains in the mess kitchen/washing area due to draining out of waste food etc.

8. It will be the sole responsibility of the contractor to abide by the provisions of the following acts as to the workers engaged by him for the performance of this contract:
    i. The Food Safety and Standards Regulations by FSSAI
    ii. Employment of Children Act
    iii. Workmen Compensation Act
    iv. Employment of Labour/Contract Labour Act
    v. Industrial Employment Act
    vi. Contract Labour Abolition and Regulation Act
    vii. Minimum Wages Act
    viii. Employee Provident Fund Act
    ix. All other acts/legislations/rules/ regulations etc., as may be in force from time to time.
9. The caterer must ensure that the payment is made to the mess staff as per Minimum wages act to the satisfaction of the licensee. The payment is to be made into the bank accounts of the employees, and the statement of the accounts is to be deposited with the hostel office every month / every week. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the hostel office along with the monthly bill.
10. All the mess staff posted at IITH must undergo a medical examination once in every six months (at the expense of the caterer) to validate their physical and hygiene fitness. The proof the same should be submitted to the Hostel Office.
11. The Caterer must not employ child labour. Upon violation of this requirement, legal action will be taken.
12. The caterer will have to register all of their employees who will be working in the hostel premises along with a copy of their photographs, government issued ID proof, residential details for clearance by the Hostel management. The caterer shall arrange security pass to all their employees from security section of IITH. No accommodation, except a changing/resting room, will be provided to the workmen of the caterer. No employee must stay on the premises of IITH after working hours.
13. Each mess staff must possess an ID card issued by the caterer and the same must be produced on demand by hostel management in the campus.
14. The Caterer shall be responsible for the proper conduct and behaviour of the employees engaged. Consumption/distribution/possession of cigarettes, alcohol, pan/gutka or any other intoxicating item by the employees is strictly prohibited in the IITH campus.
15. Engagement of required staff, providing uniforms, head caps, and gloves, etc. shall be done by the caterer with the approval of the Mess Council. The workers should always use hand gloves and caps while working (hair found in food is not acceptable). The caterer should provide a minimum of two pairs of uniform to each worker and ensure that workers report for duty in clean uniforms.
16. Minimum staff strength in each category shall be as per Schedule D. Based on the periodic inspection and other requirements, IIT Hyderabad reserves the right to instruct the caterer for increasing their service staff strength in case of unsatisfactory service/performance.
17. The menu and price of extra items must be according to the Schedule E.
18. The caterer shall, at their cost, maintain adequate stock of food grain, grocery, and adhere to the list of brands (See Schedule C3 for the list of brands). The caterer shall be responsible for proper hygienic storage of all raw materials. IITH reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved list at any time.
19. No food cooked in the mess may be taken out of the premises without prior permission of the Mess Council. Raw material stored in the mess should be used exclusively for the mess facilities in IITH.

20. Vegetarian and Non Vegetarian food must be cooked and served separately. The tenderer must be ready to cook only vegetarian food in one of the kitchens upon request from the Mess Council without any increase in the tender prices.
21. The cooks should be changed every three months or as decided by the mess council.
22. Two teams should work in every mess for two shifts a day.
23. Major civil and electrical works will be attended by IIT Hyderabad. Minor maintenance jobs such as replacement of light bulbs, tube lights, etc. are the responsibility of the caterer.
24. Security of licensed premises, equipment, fittings, and fixtures (Including lights, fans, pesto flash and other kitchen equipment, furniture, etc.) is the responsibility of the caterer.
25. The caterer shall attend a monthly meeting of the mess council at IITH, failing which a penalty will be imposed. This meeting shall be attended by the caterer him/her-self or a senior representative, who is authorized to take policy decisions.
26. The caterer should not be an employee or close relative of any employee of IITH. The caterer should submit a declaration to this effect.
27. The caterers should also serve food at various academic areas based on the request from the IITH Administration.
28. When circumstances warrant, the caterer shall cater to an additional number of students/staff members, over and above the maximum given number of diners, as requested by IITH on a short notice.
29. Issues related to Hygiene in the mess
    (a) Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms.
    (b) Cleaning and Housekeeping of kitchen, dining area, dining hall entrance area, lift, facades, and mess ceilings, the washrooms, hand-wash area, outside and inside of mess building and mess premises (outside) will be the sole responsibility of the caterer.
    (c) 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. Consumption of water for cleaning purposes should be minimized.
    (d) All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample liquid soap for hand wash in bathrooms and in hand-wash areas. Hand gloves for mess workers who handle food items and head caps for mess workers and other measures as advised by the council must be provided.
    (e) Pest control should be carried out through licensed agencies at least eight times in a month. A certificate needs to be submitted to the hostel office after every pest control. The frequency of the pest-control operations may have to be increased if there is a need.
    (f) The mess council would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.
    (g) The caterer should get at least one food safety audit done in the presence of Mess Council by an independent agency authorized by FSSAI every six months. The report of the same must be submitted to the Hostel office. Mess workers should be provided the necessary training to maintain the highest possible standard of hygiene every semester by an FSSAI authorized trainer/consultant.
    (h) IIT Hyderabad will conduct independent food testing and food safety audits randomly. The caterer must cooperate in these tests.
    (i) Cooked food, altered packed food items like milk, curd, sauce, etc. must not be stored.

30. The Hostel Management in consultation with the caterers may review and modify the terms and conditions, periodically.
31. (a) The Water charges per student/day will be as follows :

Upto 15 litres – No charge
Above 15 litres – Rs.200/- Per every 1000 Litres.
(b). The electricity for the kitchen area will be charged as follows:
Up to 4 units per student per month - No charge
Above 4 units - At the prevailing rates in the institute

32. The first three months of the contract period will be the trial period. If the performance is found to be unsatisfactory during the trial period, the contract can be terminated with a week's notice. After the trial period, if the performance is found to be unsatisfactory, the contract can be terminated with one month's notice.
33. Caterer's performance will be monitored on a regular basis by the Mess Council. All recommendations made by the Mess Council shall be notified to the caterer which should be strictly complied with. Non-compliance with the menu and serving unhygienic food will result in monetary fine/termination of the contract.
34. The workers deployed by the contractor for running the Mess shall be duly trained in fire safety, etc. All staff members must be trained once every four months, the first one to be conducted within 30 days of starting the mess operations at IIT Hyderabad, by a safety consultant and a certificate of the same effect should be submitted to the Hostel Management. The contractor must take due care in operating the cooking gas and electrical equipment, etc. during operation of the mess. Any damage caused to the personnel, material, and property of IITH or of the contractor due to any accident, fire or any unforeseen hazard arising out of negligence in operation of mess services shall be at the cost and expense of the contractor and they shall be solely liable for any compensation claim arising out of the same.
35. The mess staff should be informed to not fraternize with students or IIT staff. The workers must not roam around the campus and should remain inside the mess. The workers should undergo an orientation program every semester to remind them of the expected behaviour. They should produce ID card as and when demanded by the Hostel management.
36. Sick/disabled students will be provided food in their hostel rooms by the caterers in appropriate lunch boxes without any additional cost (Plastic boxes are strictly prohibited).
37. The activity of deep cleaning of the mess will be carried out twice a year by an agency selected by IITH and the cost for the same will be borne by the caterer.
38. There should be adequate first aid kit with required medications/items available inside the mess or any emergencies or the mess workers.
39. It is the duty of the caterer operating the respective mess to clear all dues of small or big vendors who supply the groceries and food materials for the mess operation. In case a complaint is received during the contract tenure, IITH may hold back partial monthly mess payment to the caterer if the vendor payments are not resolved. In case of any reasons the caterer decides to leave during or after their contract period and complaint resolved are not resolved, the institute will hold back the bank guarantee of the caterer till the matter is resolved and the proof is submitted

RULES PERTAINING TO THE DAILY FUNCTIONING OF THE MESS

1. Timings for the mess: Actual timing will depend upon the decision of the mess council, and the caterer would be obliged to adhere to the council's instruction regarding it. Following is a tentative timing.

	Weekdays	Weekends
Breakfast	7:30 am – 10.00 am	7:30 am – 10:30 am
Lunch	12:30 pm – 2:45 pm	12:30 pm – 2:45 pm
Evening tea/coffee/milk	5:00 pm – 6:00 pm	5:00 pm – 6:00 pm
Dinner	7:30 pm – 9:30 pm	7:30 pm – 9:30 pm

2. Pickle, sugar, salt, and ghee (as per the menu) to be provided with every meal.
3. Ketchup, Butter, Jam, Curd, and Chutney has to be provided along with all dishes which need them as decided on the menu. For dishes like noodles, samosa, paratha (as requested by the council) chilli/garlic sauce must also be provided.
4. Cooking oil (ground nut, refined, sunflower, etc.) shall be changed every month from the list provided in branded items based on the inputs from the Mess Council.
5. Menu, as decided by the mess council, shall be strictly followed according to Schedule C.
6. Caterers should not use any artificial colour, preservatives, and other harmful chemical additives (say, for example, mono-sodium glutamate) in any of the dishes or even store them in the mess premises. The use of mono-sodium glutamate (Ajinomoto) is strictly prohibited.
7. The caterer should provide special dinner or lunch on occasions like festivals on nine days (including the Gymkhana Day) every year, as decided by the mess council, at no extra cost. The menu of special dinner/lunch is given in Schedule C4. The price of the special dinner at "pay-per-meal" basis will be decided mutually by the caterers and the mess council.
8. Before Inter-IIT Sports Meet in the month of December a special menu decided by the sports council should be served to the students who participate in sports at extra cost. An approximate number of students will be 300. The rates for these meals will be negotiated separately.
9. Food should be served and maintained warm at all times.
10. Nonrepetitive varieties of Sambar and Rasam should be prepared.
11. Extra charges for any institute event should be decided in negotiation with the mess council.
12. Self-service and sufficient numbers of counters, as decided by the Mess Council, should be operational.
13. Provisions should be made to accept cash, debit cards, credit cards, UPI based, and mobile valet based apps (such as Paytm, Google Pay, etc.) for all payments at the cash counter.
14. All students will be allowed to avail the mess rebate limited to maximum 10 days in each semester. Additional mess rebates will also be available for students to attend tech/cult/sports fest, seminars, and conferences through the Institute. In special cases like ailment or transfer/discontinuation hostel office will inform the mess for bill deduction.
15. Waste should be segregated before disposal, as directed by the Mess Council / Public Health Office. Waste should be disposed of at least twice a day.

16. Food should be moderate in terms of Oil, Salt, and Spices. Oil content in the Papad/Fryums should be drained/removed completely before serving. Fresh Oil should be used for cooking. Leftover oil after cooking should not be used for cooking the next meal.
17. Dalda / Vanaspati Ghee/Palm oil usage is NOT allowed.
18. Basmati rice should be used to cook Biryani, and the meat in the Biryani should be properly boiled. Meat should be properly cleaned before cooking.
19. Food wastage should be weighed daily for all meals and should be displayed in the dining area. The record of the food waste must also be logged and shared with the Hostel Office.
20. Use of high pressure equipment such as boilers or industrial capacity pressure cookers is strictly prohibited in the kitchens.

SCHEDULE – C: Menu

C1: Basic Menu

Table C1a: Breakfast

Item	Frequency	Quantity	Comments
Milk (Fat 3.5%)	Daily	Unlimited	Sufficient number of functioning lactometers should be provided by the caterers.
Toasted white/whole wheat bread with jam	Daily	Unlimited	
Butter	Daily	Unlimited	
Tea and Coffee	Daily	Unlimited	
Eggs / Banana	Daily	Limited	Both will be available. Students can choose either 1 egg preparation or 1 Banana
Health drink	Daily	Limited (20gms)	One of these: Boost, Bournvita, Horlicks
boiled chana/beans;	Daily	Limited	Students can choose from 50 gms of boiled chana and peanuts and other beans
Cornflakes/Oats	Daily	Limited	Any one of them must be available as suggested by the Mess Council. Students can choose from 25gms of Corn flakes or 25 gms Oats
Additional item	Daily	Unlimited	One item from the list mentioned in **C2** as suggested by the mess council

Table C1b: Lunch

Item	Frequency	Quantity	Comments
Roti # (with ghee and without ghee)	Once per meal	Unlimited	Ghee limited to 1 teaspoon per diner should be provided in the dining hall
Plain white rice	Once per meal	Unlimited	
Sambar/Rassam	Once per meal	Unlimited	Non-repetitive varieties should be prepared
Dal$^#$	Once per meal	Unlimited	One item from the list of dals mentioned below, without repetition as suggested by the mess council. A less-spicy variety of dal should be provided on request and for sick students.
Dry sabji$^#$	Once per meal	Unlimited	One item from the list of dry sabjis mentioned below, without repetition as suggested by the mess council
Vegetable curry$^#$	Once per meal	Unlimited	One item from the list of vegetable curries mentioned below, without repetition as suggested by the mess council
Curd/Lassi	Once per meal	Limited	100 grams of curd or 200 ml of lassi
Drinks$^#$	With lunch during 18 weeks of summer	200 ml	One item from the list of drinks mentioned below. The 18 weeks will be decided by the mess council (mostly summer). Exactly which drink is to be served on which day will also be decided by the mess council in consultation with the caterer.
Papad/Fryums	Once per meal	Unlimited	
Green salad	Once per meal	Unlimited	Should include prior washed cucumber/beetroot, chilli, tomato, onion, lemon, carrot
Pickle/Chutney	Once per meal	Unlimited	

The Mess Council, in consultation with the contractor, will choose from the list of rotis, dals, dry sabjis, fried items, vegetable curries, and flavoured rice every month.

Table C1c: Evening Tea

Item	Frequency	Quantity	Comments
Tea and Coffee	Daily	Unlimited	
Milk	Daily	Unlimited	

Table C1d: Dinner

Item	Frequency	Quantity	Comments
Roti # (with ghee and without ghee)	Five times a week	Unlimited	Ghee limited to 1 teaspoon per diner and must be provided in the dining hall
Plain white rice	Once per meal	Unlimited	
Sambar/Rassam	Once per meal	Unlimited	
Dal#	Once per meal	Unlimited	One item from the list of dals mentioned below, without repetition as suggested by the mess council. A less-spicy variety of dal should be provided on request and for sick students.
Dry sabji#	Once per meal	Unlimited	One item from the list of dry sabjis mentioned below, without repetition as suggested by the mess council
Vegetable curry#	Four times per week	Unlimited	One item from the list of vegetable curries mentioned below, without repetition as suggested by the mess council. Will not be served on the days when chhola bhatura and egg/paneer curry is served.
Curd	Once per meal	Limited	100 grams
Papad/Fryums	Once per meal	Unlimited	
Green salad	Once per meal	Unlimited	Should include cucumber/beetroot, chilli, tomato, onion, lemon, carrot
Pickle/Chutney	Once per meal	Unlimited	
Chicken Biryani / Paneer biryani	Once per week (Tentatively Sunday)	Limited	200 grams of Chicken or 100 grams of paneer. Basmati rice to be used
Egg curry/paneer curry	Two times per week	Limited	1 egg or 30 grams of paneer in each serving
Flavoured rice#	Three times per week	Unlimited	
Stuffed paratha	Once per week	Unlimited	One variety from the list of parathas in list in consultation with the Mess Council
Dosa	Once per week	Unlimited	Served with two chutneys
Chhole bhatura	Once per week	Unlimited	

Sweet/Fruit	6 times in a week	One or two pieces	depending on the item

Dals:
Dal makani, Dal tadka, Dal panchmahal, Rajma, Chole masala, Palak dal, Lasooni dal tadka, Thotakura pappu Dal fry, Dosakaya pappu, Gongura dal, masoor dal, Ridged Gourd dal, Cucumber dal, Moong dal, Tomato dal Methi dal, Urad dal, Dal dhoki, Channa dal fry, Kaali dal, Dalcha, any other dal preparation as suggested by the Mess Council

Dry sabjis
Beans poriyal, Brinjal fry, Brinjal & capsicum fry, Tindora fry/ Poriyal, Cauliflower fry, Gobi 65,Gobi masaladhar, Cabbage fry, cabbage pakoda, cabbage carrot fry, cabbage poriyal, cabbage with peas, Aloo jeera, aloo deep fry, aloo gobi, Potato brinjal fry, Cluster beans, Bhendi peanut fry, Bitter gourd, Raw banana fry, Beetroot poriyal, Carrot fry/ poriyal, Mix vegetable dry, Soya bean fry, Veg jalfrezi, , any other dry sabji as suggested by the Mess Council

Vegetable curries
Mutter do Piyaza, Corn palak masala, Aloo tomato curry, Kadi pakodi, Dum aloo banarasi, Malai kofta/ hairyali kofta, Kadai veg, Mix veg curry, Veg jaipuri, Veg chatpata, Aloo palak, Bhendi do pyaza, Brinjal mutter curry, Gutti vankaya, Dhai baingan, Beerakai with milk/ Beerakai Pulusu, Tomato drumstick curry, Capsicum masala, Aloo mutter curry, Bottleguard curry, Meal maker thin gravey, Alo gobi masala, Chamagudda pulusu, Veg korma, Aloo gobi masala, aloo beans curry, Turai channa, Patodi masala, Avial, Veg Manchurian, Mutter masala, Mix vegetables in hot garlic sauce/ Soya sauce, any other vegetable curry as suggested by the Mess Council

Drinks
Rasna, Tang, Roohafza, Khus sharbat, Lemon juice, Jaljeera, Buttermilk, Aam panna.

Flavoured rice
Jeera pulao, Peas pulao, Veg pulao, Veg fried rice, Sambar rice, Kichidi, Coconut rice,
Lemon rice, Navaratan pulao, Tomato Rice, tamarind rice, any other special rice as suggested by the Mess Council

Roti's
Plain roti, Ragi roti, multigrain roti

Stuffed Paratha
Aaloo paratha, Onion Paratha, Mixed veg paratha, Gobhi paratha, Methi Paratha, Daal Paratha

Fruits
Seasonal fruits

Sweets
Carrot Halwa, Gulab Jamun, Kalakand, Jalebi, Shahi Tukda, Milk Barfi, Coconut Barfi, Kaja, Laddu, Sheera, Cold Rice kheer, Boondi rabdi, Ras malai, any other sweet as per the suggestion of Mess Council

C2: Additional Menu items

The Mess Council, in consultation with the contractor, will choose from the list of additional items to be served in breakfast to improve the palatability of the food. This is a part of the basic menu.

Breakfast Items
Idly/ Veg Idly/ Ragi Idly
Tomato bath/ Upma/ Semiya upma and poha
Pongal & wada (3 pieces)
Poori with aloo subzi/ Channa masala
Uttapam
(Daliya / Rava idli) AND 3 pieces wada
Stuffed paratha (Mix veg paratha, Radish paratha, Onion paratha, Aloo methi paratha, Gobhi paratha)
Plain paratha/Missi masala parath/palak paratha with korma
Any other breakfast items as suggested by the Mess Council
Above items should be served with two of the following chutneys along with Sambar and karam podi
Groundnut or coconut chutney
tomato chutney or ginger chutney
Mint chutney or Pickle, Curd

C3: Brands/quality to be used

Item	Brands
Bread	Britannia, Modern, Daily Fresh, Spencers
Milk, Butter, Curd	Amul, Heritage, Jersey, Vijaya, Vishakha dairy
Jam	Kissan, Tops, Del Monte
Tea	Taj Mahal, Gemini, Red Label
Coffee	Bru, Green Label, Nescafe
Wheat flour	Aashirvaad, Annapurna, Pillsbury
Paneer	Amul, Heritage, Hatsun, Britannia, ID

Oil (Refined groundnut, sunflower, or any other variant approved by the mess council)	Gold Drop, Gold Winner, Saffola, Fortune, Freedom, Priya
Rice	Sona Masoori, Nellore Rice, Long grain rice
Basmati Rice	India Gate, Kohinoor, Daawat, Best
Chicken	Vencob, Suguna, Sneha
Pickle	Priya, Mothers, Telugu's
Salt	Tata, Annapurna, Nature fresh, Aashirvaad
Spices	MDH masala, Catch, Everest, Mothers, Aashirvad, Priya, Swastick
Ketchup	Maggi, Kissan, Heinz, Del Monte
Ghee	Amul, Heritage, Vijaya
Ice cream	Amul, Arun, Heritage, Vijaya
Cornflakes/ Choco flakes/ Wheat flakes/Oats/Muesli	Kellogg's, Bagrry's, Quaker, Saffola
All non-brands	As suggested by the mess council

The caterer may use other FSSAI approved brands only if permitted by the Mess Council.

C4: Special Dinner/Lunch menu

Item	Quantity	Comments
Roti/Phulka (with and without ghee), any other special roti as suggested by the mess council	Unlimited	Ghee limited to 1 teaspoon per diner to be served in the dining hall
Plain white rice	Unlimited	
Jeera rice/Pulav/Veg. Biryani/any other special rice as suggested by the mess council	Unlimited	Made with basmati rice

Sambar/Rassam	Unlimited	
Dal#	Unlimited	One item from the list of dals mentioned above (Table C1b), as suggested
Dry sabji#	Unlimited	One item from the list of dry sabjis mentioned above (Table C1b), as suggested by the mess council
Chicken Curry / Paneer curry#	Limited	100 gms of chicken and 50 gms of paneer should be served in the respective curries. Variety of the curry will be suggested by the mess council
Curd	Unlimited	
Papad/Fryums	Unlimited	
Drinks#	200 ml	Fresh fruit juice/Aerated drinks
Veg Soup	100 ml	As suggested by the mess council
Vegetable salad	Unlimited	Cucumbers, tomatoes, carrots, beetroots, onions, lemons
Pickle/Chutney	Unlimited	
Sweet	1 or 2 pieces, depending on the item	Carrot Halwa/ Gulab Jamun/ Kalakand/ Jalebi/ Shahi Tukda/ Milk Barfi/ Coconut Barfi/ Kaja/ Laddu/ Sheera/ Cold Rice kheer/ Boondi rabdi/ Ras malai, as suggested by the mess council
Raita	Unlimited	
Ice cream	100 ml	
Veg. starters	150 g	One item, as suggested by the mess council

SCHEDULE – D: Staff Requirement

Minimum Staff Requirement

The minimum number of staff per shift to be employed by the caterer in different categories, for each mess are listed in Table D-1.

Table D-1: Minimum Staff Requirement

Staff Category	Number of staff to be employed for every shift for each mess
Managers	1
Supervisors	4
Cash counter personnel	4

Main chef	2
Cooks/Kitchen-helpers	1 for every 200 students
Servers	1 for every 150 students
Kitchen-Dining Cleaners/Washers	1 for every 100 students
Servers for drinking water	4

SCHEDULE – E: Rates and Portions for Extra Items

Table E.1: Extra items

ITEM	Quantity	Price inclusive of GST
Palak Paneer	125 GM	45/-
Paneer Butter Masala	150GM	45/-
Paneer Hariyali Masala	125 GM	45/-
Chilli Paneer	125 GM	55/-
Paneer 65	125 GM	55/-
Egg Masala /CURRY	2 EGGS	20/-
Egg Burji	100 GM	25/-
Chicken 65	150 GM	55/-
Chilli Chicken	100 GM	55/-
Chicken Hariyali masala	150 GM	45/-
Chicken Chettinadu	150 GM	45/-
Butter Chicken Masala	150 GM	45/-
Chicken Kohlapuri	150 GM	45/-
Kadai Chicken	150 GM	45/-
Methi Chicken	150 GM	45/-
Chicken Curry	150 GM	45/-
Punjabi Fish	150 GM(80 gms Fish + 70 gms gravy)	60/-
Fish Curry	150 GM(80 gms Fish + 70 gms gravy)	60/-
Fish Chettinadu	150 GM(80 gms Fish + 70 gms gravy)	60/-
Onion pakoda	100 GM	15/-
Mirchi bhaji	2 PIECES	10/-
Aloo bhaji	2 PIECES	10/-
Pav bhaji	2 PIECES	15/-

Pani puri	6 PIECES	20/-
Masala vada	2 PIECES	10/-
Corn	50 GM	15/-
Vada pav	Each	25/-
Samosa	100 GM	10/-
Punugulu	8 PIECES	15/-
Bread pakoda	Each	15/-
Aloo bonda	2 PIECES	15/-
Dhai vada	Each	15/-
Bhel puri	100 GM	20/-
Boiled Egg	Each	8/-
Omelette (2 No)	Each	15/-
Banana	Each	6/-
Ice Cream	Each	MRP
Tetra pack	Each	MRP

New items can be added by the Mess council and price will be decided on negotiation with the caterer.

SCHEDULE – F: Penalties for Violations of Rules, Terms and Conditions

The caterer will be fined in case of violation of the rules of service. Here is a list of violations and the corresponding minimum fine per complaint. In case of a repeat of offense in a short duration, a stricter penalty will be imposed. The mess council reserves the right to impose appropriate penalties in case of violations not covered in this list.

Graded Penalty Clause

Calculation of Penalty: $X = 0.05*$(daily rate) $*$ number of students allotted in the mess

S.No	Basis	Penalty (first instance)	Repetition of the violation (n: number of repeated instances per month)
1	Presence of unwanted items in food: * Harmful items like blade, glass, metal wires, nails, pieces of plastics etc. * Presence of hair in dishes	X 0.2 X	1.5*n*X 1.5*n*X
1a	Other items like cockroaches, flies, insect etc., in cooked food.	1.2 X	1.5*n*X
1b	- Presence of non-veg items in veg dishes	1.5 X	1.5*n*X

2	Usage of spoiled/ stale food ingredients for example rotten vegetables, infected grains, expired items, etc.	X	1.5*n*X
3	Three or more complaints of unclean utensils in a day	0.5*X	1.2*n*(0.5*X)
4	Usage of brands/ items that do not comply with the brand mentioned in the tender document or prior approval of the mess council	0.5*X	1.2*n*(0.5*X)

5	If the quality of milk is not found up to be appropriate or it is diluted.	0.4*X	1.2*n*(0.4*X)
6	Usage of synthetic color, MSG etc., or if found in storage room.	X	1.5*n*X
7	Insufficiently cooked meat products	X	1.5*n*X
8	Shortage of or long waiting time for utensil	0.1*X	1.2*n*(0.1*X)
9	Disposing solid waste go into drainage or other waste disposal violations	0.4*X	1.2*n*(0.4*X)
10	Mess personal found violating hygiene standards for example usage of gloves and caps etc. and not carrying necessary ID proof	0.2*X	1.2*n*(0.2*X)
11	Kitchen, dining hall, washrooms, hand-wash areas are found untidy	0.2*X	1.2*n*(0.2*X)
12	Failure to maintain a proper health check-up of the workers	X	1.5*n*X
13	Misbehaviour of mess personnel in the mess.	Subject to the case, will be finalized during MCC meeting	
14	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 evening tea and for timing not maintained for meal service	0.4*X	1.2*n*(0.4*X)
15	Insufficient quantity of food, food getting over before the allotted time.	0.5*X	1.2*n*(0.5*X)
16	Change of menu without valid reason and prior permission from the mess council	0.2*X	1.2*n*(0.2X)

17	Protocol violations regarding waste disposal: - Littering - Non-segregation of waste	$0.5*X$	$1.2*n*(0.5*X)$ $1.5*n*X$
18	Putting gas cylinder in hot water bath or keeping in sun light, etc.	$0.5\ X$	$1*n*X$

ANNEXURE – A: Technical Bid

[Information should be submitted in this format on the letterhead of the tenderer, all the pages should be numbered]

Sl.	Description	Details	Page No.
1	Name of registered contractor/Firm/Company/Co-operative Society (with Proof of Registration)		
2	Permanent Address & Phone No.		
3	Complete Postal Address:		
3	Phone No. and E-mail ID:		
4	Contact person's name and designation: Phone (mobile and landline numbers):		
5	Phone number to be contacted for the bid opening		
6	Email ID		
7	Tender fee payment details		
8	EMD payment details		
8	Proof of Annual turnover (RS in Lakhs) (Approximate) Authenticated copy of audited Statement of Accounts for the last three years should be enclosed (In case the work was executed for private firms/persons, TDS certificate should be submitted)		
9	Details of Name of the bank, address, account number, IFSC code of the tenderer		
10	An affidavit **in original** duly certified by a Notary regarding the following: a) That the Partners of the firm or sole Proprietor or Company has never been black listed or changed the name of the firm. b) that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court. That there is no due towards income tax as on the date of the affidavit.		
11	Photo copy of PAN		

12	Photo copy of TAN		
13	Photo copy of GST Registration		
14	Photo copy of Professional Tax Registration		
15	Photo copy of a valid License issued by the State/Central Labour Department under Contract Labour Act		
16	Photo copy of ESIC Registration certificate		
17	Photo copy of EPF Registration certificate		
18	Copies of Income Tax Return (last three **Financial** years) 22-23/21-22/20-21		
19	FSSAI License No:		
20	Names of the clients from whom experience Certificate obtained		
21	Whether Quality Assessment Certification also obtained from the above clients and attached.		
22	Whether Quality Certifications (like ISO etc.) obtained for any of the Dining facilities/catering services provided (If yes, copy to be enclosed)		
23	Bidders Solvency (Capital Employed) Rs. (in Lacs)(Solvency certificate for an amount not less than Rs. 100 Lacs should be enclosed)		
24	No. of Employees: Regular: Temporary:		
25	Litigations, if any, connected with Catering Work	**Yes/No (If yes, details to be furnished)**	
26	Any other information in support of the credentials		**Details, if any, to be furnished**
27	Resume of the Manager, Supervisor, and the Executive Chef		

Note: Authenticated certificates, testimonials, and proof of experience to be produced in support of Sl. No. 20-21.

DATE:

Signature with Seal

Along with complete address and contact details

Bidders have to fill all the details in Annexure-A (information, submission status and Pg. No.) and furnish the supporting documents for the points mentioned in Annexure-A (PREFERABLY IN A SINGLE PDF FILE). Bids without proper details and Pg.No. will summarily be rejected.

ANNEXURE – B: Quality Assessment Certificate Template
(on the official letterhead of the client's organization)

Dear Assessor, please provide your honest assessment of the quality of the catering/mess services provided by the following catering agency. <u>Please provide this assessment on your organization's letterhead.</u>

Name, Designation, Email address, and Phone number of the assessor: _____
_____
_____

Name of the assessor's organization: _____

Is your organization a Centrally Funded Institute (CFI)? Yes/No._____

Name of the caterer: _____

Period of service availed from the caterer: _____ to_____

Average number of diners served in every meal:
_____

Annual revenue of the caterer from this organization (Rs.):_____

(Please tick √ numerical assessment – 5 being the maximum score)

Sl.	Description	1	2	3	4	5	Remarks/ Justification
01	The caterers' response has been prompt and as required by the administration.						
02	All the managers were professionally trained having valid degrees/diploma In hotel management.						
03	All the managers/workers have been punctual and performed their duties with complete responsibility.						
04	There have been no removals or replacement of managers on the ground of indiscipline, substance abuse, negligence, criminal record, driving mishap, etc.						
05	Quality of food.						
06	Quantity of food.						
07	Safety of operations.						
08	Health and hygiene and proper cleanliness and any service disruption.						
09	Collective feedback from clients/students about noncompliance with service.						

10	Student/customer friendliness.					

*An experience certificate on the organization's letterhead should company this assessment.

Date: **Signature and Seal of the Assessor**

ANNEXURE – C: Experience Certificate Template

EXPERIENCE CUM SATISFACTION CERTIFICATE TEMPLATE
(Kindly provide this certificate on your organization's letterhead)

This is to certify that M/s. _____ Mess Contractor is operating ___ mess(es) /canteen(s) /cafeteria(s) /foodcourt(s) (please choose the correct option) at _____ for the past _____ years satisfactorily. The quality of food and service is _____.

S.No	Particulars	
1	Name of the Firm/Organization/Institute	
2	Phone number	
3.	Email address	
3	Name of the Work	
4	Name of the Contractor and Address	
5	Agreement Date	
6	Value of the Contract (Rs in Lakhs)	
7	Average total number of persons dine in one shift	
8	Total Number of Manpower Engaged for work	
9	Date of Commencement of the work	
10	Date of Completion of work	
11	Value of work done	
12	Description of work	
13	Overall Assessment of the Firm/Organization/Institute (Excellent, Good, Satisfactory, Poor)	
14	Remarks	

Date :   Signature of the Competent Authority

                                                    With Seal

ANNEXURE – D: Format of the Financial Bid (to be typed in the letterhead of the firm)

Financial Bid

To

The Director
Indian Institute of Technology Hyderabad
Kandi 502284.
Sangareddy
Telangana

Sir,

In response to your Notice Inviting Tender (NIT) for **'Providing Mess Services at Mess A and Mess B at the IIT Hyderabad Campus – 2023'**

we submit herewith our financial bid a monthly enrolment by students.

No.	Description	Basic Rate (per student, per meal) (A)	GST (B)	Total (A+B)
1.	Breakfast	**Bidder has to download the BOQ from CPP Portal and fill the prices and upload the same on the CPP Portal. No hard copy of Price bid required to be submitted.**		
2.	Lunch			
3.	Evening tea			
4.	Dinner			
	Grand Total			

The rates for the following members of the IITH community will be negotiated with the contractor(s) before the award of the contract.
For others IITH affiliates not enrolled in the mess system:
1) Pay-per-meal rates when biryani is served.
2) Pay-per-meal rates when special lunch/dinner is served.
3) Pay-per-meal rates for other days.
4) Pay-per-month rates will be the same as the basic rate.

We understand that these rates are applicable for the whole contract period mentioned in the document. We also accept to cater to any minor modifications in the menu as requested by the students and approved by the Mess Council without any additional cost. We hereby agree to abide by the decision of IITH and terms and conditions mentioned in the Schedules. We also agree to attend mess council meetings and implement the decisions taken by the mess council in strict compliance. We have enclosed the duly signed copy of all the schedules with the required annexure.

We hereby certify that the above rates are inclusive of both capital and operational costs as well as applicable taxes. That is, the above rates are inclusive of fuel, cost of procurement of provisions,

transportation, loading and unloading, storage, waste disposal, cleaning, maintenance and upkeep of mess, and all statutory taxes including VAT, service tax, GST, duties and levies, and other applicable charges.

Yours faithfully,

Authorized signatory of the tenderer with seal

Complete address and contact details

ANNEXURE – E: Checklist

Please make sure that all the following items are submitted

S. No.	Particulars	Mention 'Yes' or 'No	Page No.
1	Whether "Technical'& 'Price' bids submitted separately and the respective envelopes super scribed properly.		
2	Whether Tender fee is paid and receipt is enclosed		
3	Whether EMD is paid and receipt is enclosed.		
4	Whether certificate/document in support of having experience for running mess services in CFI is enclosed.		
5	Whether agrees to pay minimum wages of the central Government to all employees engaged.		
6	Whether a copy of a valid PAN Card enclosed.		
7	Whether a copy of latest and last 3 years valid Income Tax Return enclosed.		
8	Whether registered with FSSAI?		
9	Whether a solvency certificate is attached?		
10	Whether agreed to abide by all the terms & conditions of this tender by signing of every page of the Notice Inviting Tender (NIT).		
11	Whether Bank details are submitted		
12	Whether the firm/Company has ever been blacklisted by any Govt./Non Govt. agency.		
13	PF and ESI registration (if not applicable, to be given on companies letterhead)		
14	Whether a copy of valid GST registration No. is attached.		

15	Whether proof of annual turnover attached		
16	Whether at least three QAC reports along with the experience certificates submitted		

Signature of the Tenderer & Date with Seal

Complete address and contact details