

Date of Tender: 19<sup>th</sup> May, 2022

Last date for receipt of bids: 09<sup>th</sup> June, 2022 Till 03:00 PM

Date of opening of technical bids: 10<sup>th</sup> June, 2022 at 03:00 PM

**Tender no.: IITMandi/Mess Tender/2022-23/1564-65**

Date of opening of financial bids: As decided by the Mess Committee and will be communicated to eligible bidders only

**E – Tender Document**  
**for Providing Mess Services at IIT Mandi**



Issued By

**Indian Institute of Technology Mandi (IIT Mandi),  
Kamand – 175075, District – Mandi, H.P.**

**Office of the  
Dean (Students) IIT Mandi (H.P.)**

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## **Inviting of Bids**

IIT Mandi invites online bids for providing mess facilities (Breakfast, Lunch, Evening Snacks and Dinner) on fixed cost basis for its Hostel (s) Students at the North and South Campuses. Desirous caterers may download forms from the CPP Portal (<https://eprocure.gov.in/eprocure/app>) and Institute website (<https://iitmandi.ac.in/administration/tenderseoi.php>).

All interested caterers are requested to read the tender document carefully and ensure the compliance with all specifications/instructions herein. Non compliance with specifications/ documents may disqualify the caterers from the tender exercise. The Mess Selection Committee/IIT Mandi reserves the right to select the caterer or to reject any bid wholly or partly without assigning any reason whatsoever. The Committee also reserves the right to award contracts for mess services wholly to the one or different caterers. Further, incomplete tenders, amendments and additions to tender after opening or late tenders are liable to be ignored and rejected.

## **E-Tender Notice**

E-tenders are invited through electronic tendering system under the two bid system <https://eprocure.gov.in/eprocure/app> from reputed caterers (agency/company/cooperative) having good experience of running a hostel mess of minimum 200 students/persons or proven capability of providing similar service(s) in the past for at least three years according to terms and conditions given in tender form.

## **Bidder's general information & Technical Eligibility Criteria (Cover 1) – Annexure -I and Annexure-II**

Following shall be minimum eligibility criteria for selection of mess contractors technically:

1. The bidder should be approved/recognized/registered by Government of India/State Government for providing caterer/mess services. Copy of relevant certificate should be attached.
2. The bidder should be registered under the Income Tax Act, Goods and Service Tax Act, *Employees Provident Fund Organization and Employees State Insurance Corporation* (self-attested copies only of PAN, GST Registration, EPF Registration, ESIC Registration shall be accepted).
3. The bidder should have been in existence for the minimum of previous three years to be reckoned on 04<sup>th</sup> May, 2022.

4. The bidder should submit attested copies of relevant certificates such as registration details, experience certificates of satisfactory performance of running a hostel mess of minimum 200 students/persons, etc. **Or** the bidder should have catering experience of not less than five years as a Manager in the hostel mess of Academic Institutions/Hospitals/Central Government/Central Autonomous Bodies/Central Public Sector Undertakings/Large Industrial Establishments/Organizations/ Companies having not less than 350 students/persons. In such cases, besides other certificates, the certificate of requisite experience should be furnished.
5. The details to be provided by the bidder should contain information regarding business turnover, experience and other details of the firm to judge the suitability of the caterer for mess and the guest house facilities.
6. The information to be provided by the bidder should contain detail of the persons and their number to be deployed in the mess for providing services.
7. The bidder should have sound financial stability with an average annual turnover of INRs 01 crore in at least in two financial years in past five years in similar services (Copies of audited balance sheets and ITR certificates with matching PAN No. for the previous two financial years must be enclosed).
8. The bidder should not have been blacklisted by the Govt., Semi. Govt. Deptt. or any other organization. ***An affidavit in original (on non-judicial stamp paper duly notarized) to this effect shall be given by the bidder along with Tender Fee.***
9. The bidder must submit copies of all documents required, duly self-attested, along with technical bid of the tender.
10. Each bidder should submit one bid only for the entire scope of hostel mess service. The bids of those bidders who submit more than one bid will be treated as non-responsive and rejected.

Documents supporting the Bidder's eligibility criteria should be submitted in one envelop(Cover 1) consisting of technical bid.

#### **Financial Bids – Annexure - VI**

Financial offer should be submitted as per format (Annexure VI). The bidders should note that financial bids of those bidders only will be considered who are found suitable and qualify in technical eligibility criteria.

**Tentative Menu Detail:** For tentative Menu Details, Mandatory Items and Branded Items **Annexure 'A'** refers.

**Tentative Timing:** For timing, **Annexure 'B'** refers. Timing should be strictly followed.

**Scope of Work:** The caterer is expected to provide the following services:

- (a) Cooking and serving meals (breakfast, lunch, evening snacks and dinner). Facilitates procurement of raw material for and on behalf of the institute for running mess (es).
- (b) Add-on sales (approved by mess committee): Residents may use these add on (s) to get 'extra' items not included in the basic menu. The important service, outlined below, which the caterer shall have to provide from the first day of service contract.
- (c) The other important services, which the caterer shall have to provide from the first day of service contract are outlined below:
  - (i) Cleaning of utensils, kitchen and serving items before and after each meal. Cleaning of cooking, dining, washing and auxiliary areas including furniture and other equipment in the mess premises after each meal. Security of the equipment, utensils and other items in the mess. Regular cleaning of all things in the mess like Fans, Chimneys, etc.;
  - (ii) Maintenance of the equipment in the kitchen and dining area (including dustbin, sink and water cooler, etc.). Maintenance of books, ledgers, other records and documents related to running the mess and as asked for by the Mess Committee;
  - (iii) Deployment and supervision of required manpower for the above- mentioned tasks.

**It may be noted that operational services shall not include preparation of menu and any policy matter related to running the mess. All such decisions will be the direct responsibility of the notified executives of the Mess Committee.**

## **SELECTION CRITERIA**

The following selection criteria will be followed for deciding the lowest bidder:

- I. Technical bid (Cover 1):** Technical bid submitted online will be opened as per schedule in the Office of the DR (S&P), IIT Mandi at Kamand in the presence of the Mess Committee. The bidders or their authorized representatives may also be

present during the opening of the Technical Bid, if they desire so, at their own expenses. The documents submitted in the technical bid will be evaluated by the Committee. The bidders fulfilling the eligibility criteria mentioned in the tender will be considered for awarding of marks as per Technical Evaluation Matrix **(Annexure IV)**. The bidders scoring 20 and above marks out of total 50 marks will be considered only for opening of financial bids. The bidders not meeting the eligibility criteria will not be considered for further evaluation.

**II. Financial Bid (Cover 2):** The date of opening of financial offers will be decided by the Mess Committee and will be communicated to eligible bidders only. If the number of bidders remain less than three, the committee reserves the right to relax minimum qualifying score of 20. The bidder, who shall be offering lowest rates, out of the technically qualified bidders, will be declared as lowest bidder.

**Note :**

- (i) To discourage deliberate underquoting to bag the contract, the bids of those bidders quoting less than Rs. 125/- per day will be treated as unresponsive.**
- (ii) It may be noted that as far as possible, no bidder will be awarded contracts of more than 02 messes at a time. The rates finalized with the L1 will be negotiated to match with other bidders (L2, L3, etc.). In case agreed, contract will be awarded accordingly. However, if they do not agree on the rates of L1, the caterers may be selected by inviting fresh EoIs. If more than 06 vendors qualify as L1, then the vendors scored the first six highest mark in technical bid will be awarded the contract. Final decision in this regard lies with the Institute and in case the situation demands, a suitable methodology for award of contract will be adopted with approval of competent authority of the Institute.**

**Accounting and Payment criteria:**

- (i) The bills for a given month will be submitted by the caterer to the office at the beginning of the following month. The office normally clears the bills within 7-10 days of submission. The rates for all the items for which the bills are raised must carry prior approval by the competent authority.
- (ii) The rates so fixed should include all taxes, duties and levies, etc. imposed by the State/Central government and local bodies as on the last date of submission of bids. However, if any new tax, duty or levy is imposed or enhanced by the government/local bodies, etc, subsequent to the last date of submission of bids, the same shall be reimbursed on production of proof of

payment.

- (iii) The caterer shall be accountable for on the spot sales of adds on and its accounting.
- (iv) The mess rates shall be in force for the entire period of contract and shall not be revised under any circumstances. However, if there is wage revision beyond 10% over the minimum wages applicable on the last day of submission of bids as per the Minimum Wage Act, the revision in rates on the basis of increase over 10% of minimum wage will be considered. Therefore, the enhancement in wage up to 10% will not be considered for revision of mess rates.
- (v) In case, extension is granted on the expiry of one year contract, the revision in rates may be specifically requested by the caterer. However, final decision regarding revision of rates will be taken as per recommendations of the Mess Committee.

**Important points to note by the bidders:**

- (i) The Mess Committee reserves the right to (a) amend the scope and value of the contract; (b) amend the rate of the contract; (c) award the contract of the mess to any empanelled agencies. For any of these actions, the Institute shall neither be liable for any damages nor be under any obligation to inform the applicants of the grounds for the same.
- (ii) Based on the Hygiene Audit Report submitted by the 3<sup>rd</sup> party, the caterer will be penalized, if he fails to maintain the basic hygiene standards. Likewise, a 3<sup>rd</sup> party would also conduct an FSSAI audit periodically and give grading (s). If the caterer fails to get a satisfactory grading on any 3 occasions, it would tantamount to non-compliance of FSSAI guidelines by the Caterer and his/her catering contract would be liable for termination. All above mentioned audits will be done by the Institute through a 3<sup>rd</sup> party and payment for the same will be recovered from the mess bill (s) of the caterer (s).
- (iii) Efforts on the part of the agency (ies) or its agent to exercise influence or to pressurize the Institute for this contract shall result in rejection of the bid. Canvassing of any kind is prohibited and will be considered as serious offence.

**INSTRUCTIONS TO BIDDERS:**

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 publishing on the CPP Portal.

2. Bidders should take into account any corrigendum published on the tender document before submitting their bids.
3. The bidders should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. The bidders should also 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.
4. The tenders will be received online through CPP portal. In the Technical Bids, the bidders are required to upload all the documents in pdf format. All bids (Technical and Financial should be submitted in the E-procurement portal).
5. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the name of the company is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. DSC can be obtained from authorized certifying agencies, detail of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link “Information about DSC.”

#### **Instructions for preparation and submission of bids:**

1. Technical should be submitted in PDF format and Financial Bids should be submitted in Excel format.
2. In case of Financial Bids, standard BoQ format (**Annexure-VI**) has been provided in Excel format. Bidders are required to download the BoQ Excel file and fill their financial offer on the same format. After filling the same, submit it online in Excel format, without changing the financial template format. If the BoQ format file is found to be modified by the bidder, the bid will be rejected.
3. The interested bidders should get ready, in advance, the bid documents to be submitted as indicated in the tender document/schedule and generally, they should be in PDF/Excel formats. Bid documents may be scanned with 100 dpi with black and white option.
4. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
5. The uploaded tender documents become readable after the tender opening only by the authorized bid openers.

6. The bidders may add scanned PDF of all the relevant documents in a single PDF file.
7. The bidder should log into the site well in advance for bid submission so that he/she 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.
8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message and a bid summary will be displayed with the bid No. and the date and time of submission of the bid with all other relevant details.
9. The technical and financial bids should be submitted online through portal <https://eprocure.gov.in/eprocure/app> in original.
10. Each bid should be marked with the following reference on top of the bid submitted online: **“IITMandi/Mess Tender/2022-23/1564-65 on dated 19<sup>th</sup> May, 2022.”**
11. The rates should be quoted in figures (typed or printed) and cutting should be avoided. The final rates should be in figures as well as in words. Cutting, if any, should be duly initialed, failing which the bid is liable to be rejected.
12. **Tender Cost:** The bidder should submit a demand draft for **Rs. 1,180/- (Rupees one thousand one hundred and eighty only)** towards non-refundable tender fee inclusive GST. The DD should be drawn in favour of **“The Registrar, IIT Mandi” payable at Mandi** in sealed envelope super-scribed as **“Tender Fee & Tender No. IITMandi/Mess Tender/2022-23/1564-65, dated 19<sup>th</sup> May, 2022”** and should reach at IIT Mandi on or before last date & time of submission of bids. **In the absence of tender fee, bids for evaluation shall not be accepted. NSIC/MSME exemption certificate shall be considered only against EMD.**

### 13. EMD –

Bidder should furnish an EMD of a refundable amount of **Rs. 1,00,000/- (Rupees One Lakh only)** in the shape of Demand Draft and FDR from a scheduled bank in India drawn in favour of **“The Registrar, IIT Mandi” payable at Mandi**. This EMD should be submitted in sealed envelope super-scribed as EMD & NIT No. **“IITMandi/Mess Tender/2022-23/1564-65, dated 19<sup>th</sup> May, 2022”**. The bidders should enclose a pre-receipted bill for the EMD to enable us to return the EMD of unsuccessful bidders. **Failure to deposit Earnest Money will lead to rejection of tender.** In the event of the awardee bidder backing out, EMD of that bidder will be forfeited.

- **To return FDR in original, bidder must submit its valid address asan address proof on its letterhead.**



- **Note: Both (tender fee & EMD) envelopes should be placed in another sealed envelope and address to:**

**“Deputy Registrar, Stores and Purchase”  
Indian Institute of Technology Mandi (IIT Mandi),  
S & P Section,  
2<sup>nd</sup> Floor, A9 Building, North Campus,  
Kamand – 175 075, District – Mandi (H.P), India”**

**The envelope containing tender fee & EMD should reach on or before last date & time of submission of bids as under:**

**Last date & time of submission of online bids: 09<sup>th</sup> June, 2022, up to 3:00 PM.**

**Date & time of opening of online technical bids: 10<sup>th</sup> June, 2022, at 3:00 PM.**

The bidder is liable to be debarred from future tendering, if:

- (i) The bidder withdraws his bid during the period of bid validity specified by him/her in the bid form;
- (ii) In case of successful bidder, (a) fails to sign the contract in accordance with the terms of the tender document; and (b) fails or refuses to honour his own quoted price (s) for the services or part thereof.

Note: Both (tender fee and EMD envelopes should be placed in another sealed envelope and addressed to :

**“Deputy Registrar, Stores and Purchase”  
Indian Institute of Technology Mandi (IIT Mandi),  
S & P Section, 2<sup>nd</sup> Floor, A9 Building, North Campus,  
Kamand – 175 075, District – Mandi (H.P), India”**

## **MODE OF SUBMISSION OF BID:**

The bidders have to submit online bids through e-procurement portal <https://eprocure.gov.in/eprocure/app>. Technical bid in Cover 1 and Financial bid in Cover 2. Technical bid must be accompanied with the following documents and should be uploaded in the technical bid:

## **DOCUMENTS TO BE UPLOADED IN THE TECHNICAL BID**

- (a) Scanned copy of Tender Fee as cost of Tender Document downloaded from CPP portal.
- (b) Bidder's General Information – **Annexure I** along with the documentary proof.
- (c) Bidder's Eligibility Criteria – Technical Information – **Annexure II** along with the documentary proof.
- (d) No Deviation Confirmation – **Annexure III**.
- (e) Evaluation Matrix (Sr. No. I to III) duly filled – **Annexure IV** along with documentary proof.
- (f) Letter of Authority (**Annexure-V**) for attending technical & financial bid opening.
- (g) Signed copy of the tender document.
- (h) Declaration on the Company's letter head stating acceptance of the terms and conditions mentioned in the tender document. (**Annexure V**).
- (i) Additional documents, if any.

## **GENERAL TERMS AND CONDITIONS**

### **A. GENERAL**

1. The contract will be awarded initially for a period of one year to the successful caterer. This period may be extended on satisfactory performance for two more years after review every year. The successful caterer shall be bound to execute an agreement on non-judicial stamp paper of Rs.100/- to be purchased by him.
2. If at any stage the involvement of the caterer in any uncalled for activity is found, inside or outside the premises of the Institute, which may bring disrepute to the Institute, the license is liable to be terminated by the competent authority without giving any prior notice to the caterer. In case the caterer wants to terminate the contract, he/she shall have to give a minimum of two months' notice to the Institute.
3. The caterer / his servant(s)/ his nominee will **not be permitted** to stay overnight in the hostel premises. The premises of the mess will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the competent authority.
4. The caterer will not be permitted to franchise the Hostel Mess for any other commercial activity outside the scope of the student hostel.
5. No person with any offensive police record shall be employed to work in the Hostel/Institute Mess.
6. Safety measures are to be provided by the Caterer himself/ themselves.
7. Any change like timing of operation, rate of items and any additional item to be included will require the permission of the competent authority.
8. The caterer will ensure and comply with the provisions of various municipal and other Rules/ Regulations/ Laws of the Government in respect of wages and other benefits to his employees.
9. The Institute shall not be liable in case any dispute takes place between the caterer and his employees.
10. The Institute may ask the caterer to serve regular meals within its premises as and when required beyond mess service.
11. The caterer should pay Rs. 1000/- per month to IIT Mandi towards rent, electricity and water charges.

12. **Clarifications:** In case the bidders require any clarification regarding the tender documents, they are requested to contact our office **Ph. No. 01905-267016 & 267039** (e-mail ID: [pavin@iitmandi.ac.in](mailto:pavin@iitmandi.ac.in) & [drsp@iitmandi.ac.in](mailto:drsp@iitmandi.ac.in) on or **before 01.06.2022**.
13. Legal disputes, if any, shall be subject to the jurisdiction of Mandi Courts only.

**B. SPECIFIC TERMS AND CONDITIONS - MODE OF OPERATION:**

1. The caterer would provide breakfast, lunch, evening tea with snacks and dinner. Each of these will have certain items mandatory for the caterer to provide as a part of the basic menu. Besides these, certain other items (add-ons) will be available on extra messing. The mandatory items are listed in the detailed menu (**Annexure "A"**).
2. The caterer will be required to provide khichdi or any other suitable item for sick residents in lieu of the regular meals.
3. Other than the registered mess users, the vendor should provide meals to casual dining members on payment basis, if so desired.
4. Rebate for maximum 20 days in a semester on account of the whole meal or part thereof i.e. breakfast, lunch, evening snacks, and dinner will be available to the students only if the concerned student informs the caterer through the Hostel Caretaker minimum 01 day in advance.
5. For add-on items, the number of residents interested in the add-ons will be identified per semester. Only if the number of residents interested in the items is more than 20, the same will be made available by the caterer.
6. In breakfast, certain items identified in the list of add-ons may be provided in lieu of the regular menu of bread etc. Such items will be identified a priori after due consultation between the Mess Committee and the caterer.
7. One supervisor will always be present during breakfast, lunch, evening snacks, and dinner. It is desirable that the same supervisor continues at least for one semester, in case of any change, the competent authority should be informed. Caterer needs to provide breakfast, lunch, evening snacks, and dinner to Institute guests as and when required and the Institute will settle the bills.

8. For each of the meals or extra items, it will be mandatory for the caterer to serve the items of a fixed weight/size at price decided prior and approved by competent authority.
9. All items will be cooked in the kitchen of the hostel. No cooked item, except some snacks identified beforehand, will be brought from outside.
10. On special occasions, the menu will be identified by the Mess Committee and the rates for the same will be approved by the competent authority before the actual event. The payment for the special meal will be made as per the approved rates after deducting the rates of the corresponding regular meal.
11. The caterer should adhere to the mess times strictly (**Annexure “B”**).

### **C. EMPLOYEES:**

1. The caterer will have to register all his employees who will be working in the mess along with a copy of their photographs, residential details for clearance by the IIT Security.
2. The caterer will have to ensure that the staff members/employees are well dressed in clean and proper uniform. They should be well trained with the aspects of hygiene and sanitation. They should maintain personal hygiene, and maintain discipline in the campus/mess.
3. Police verification certificates of all the staff members to be engaged by the caterer should be available and copies thereof should be provided for record of the institute. No person below 18 years of age should be employed by the caterer.
4. All the staff members should be got medically checked up by the caterer and medical certificates should be provided for record of the institute.
5. List of staff members and their roles must be provided by the caterer.
6. No space is provided to the employees during the day time. If such a facility is provided, the caterer will pay for the facility. The rate will be decided by the competent authority and mutually agreed by the caterer.
7. In case the caterer fails to maintain proper hygiene and quality in food, then a suitable penalty may be imposed as deemed necessary by the competent authority.
8. If any item is not served as per the menu, a suitable penalty will be imposed by the competent authority.

9. If food is over during the dining period, the caterer must serve any additional item decided mutually by the Mess Committee and Mess Manager.

**10. Important items:**

- (a) A fruit should be added that will be given in breakfast every day.
  - (b) Curd should be given every day at lunch.
  - (c) Cornflakes should be added as mandatory item in breakfast.
  - (d) Use of ajinomoto is prohibited and using it will be considered as adulteration.
  - (e) The mess manager should regularly report about the mess stock coming in the week to the Mess Secretary.
  - (f) Monthly Training of staffs for maintaining proper hygiene should be ensured.
  - (g) Use of Caustic/baking soda is strictly prohibited.
  - (h) Addition to the breakfast : Bourn Vita/coffee powder/tea bag/chocolate powder;  
Papad, rice papad and fryums are to be added to the menu.
- There must be provision of boiled rice and basmati rice.

**Annexure-A**

**Tentative Menu Details:**

MEAL/ DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>BREAKFAST</b>	POHA + SWEET DALIYA + 2 FRUITS/ BREAD OMELET	POORI + BLACK CHANA + HALWA + 2EGGS/ BANANAS	UTTAPAM + SAMBAR + 2 CHUTNEYS + 2EGGS/ BANANAS	GOBHI PARANTHA + DAHI + CHUTNEY + CORN FLAKES	VEG. DALIYA + IDLI + SAMBAR + 2 CHUTNEYS	MIX. PARANTHA + DAHI + CHUTNEY + 2 EGGS/ KINNOW	MASALA DOSA + SAMBAR + COCONUT CHUTNEY
<b>LUNCH</b>	PANEER BHURJI + EGG BHURJI + CHANA DAL	MIX VEG. + ARHAR DAL + SALAD + DAHI	PINDI CHANA + FRIED BAINGAN + POORI + CHHANCH	RAJMA + VEG. KOFTA + VEG. PULAO + SALAD	KADHI PAKODA + ALOO GOBHI + PAPAD	CHOLE BHATURE + BOONDI RAITA + GREEN/ IMLY CHUTNEY + MASALA MIRCHI	LAUKI CHANA + BLACK URAD DAL/ RONG DAL + SALAD
<b>SNACKS</b>	VEG. PAKODA	NOODLES/ MACARONI WITH COFFEE	POHA + NAMKEEN SEV + NIMBU	ALOO TIKKI	PAV BHAJI	BREAD PAKODA WITH IMLY CHUTNEY	SAMOSA CHUTNEY
<b>DINNER</b>	ALOO CAPSICUM + BLACK MASOOR DAL + SEWAI KHEER	ALOO PALAK + SOYA DAL + RASGULLA	KADHAI PANEER + CHICKEN + TOOR DAL + BESAN BARFI	MIX VEG. + DAL MAKHANI + LADDOO	PANEER DO PYAZA / EGG CURRY + YELLOW MOONG DAL + GULAB JAMUN	JACKFRUIT CURRY + WHITE URAD DAL + FRUIT CUSTARD	PANEER BIRYANI/ CHICKEN BIRYANI + ALOO SOYABEAN + MIX VEG. RAITA + ICE-CREAM
<b>COMPULSORY ITEMS:</b>							
<b>Breakfast</b>	Milk and Tea	Bournvita	Sprouts	Bread	Butter and Jam	Cornflakes	Coffee Powder
<b>Lunch</b>	Roti (Except Bhature day)	Rice	Pickle	Green Salad			
<b>Snacks</b>	Tea	Tomato sauce					
<b>Dinner</b>	Roti	Rice (Except Biryani day)	Green Salad				

### **Mandatory Items:**

**Breakfast:** Milk 200 ml , Butter, Pickle, Jam, White Bread, Brown Bread, Rusk, Coffee Bags, Tea Bags, Sprouts, Bourn-vita, Corn Flakes.

**Lunch:** Rice (Except Specified), Seasonal Salad including Lemon, Dahi, Butter chapati.

**Dinner:** Rice (Except Specified), Seasonal Salad including Lemon, Butter chapati.

**Snacks:** Tea/Coffee, Tomato Ketchup, chutney.

Special dinner will be provided by the contractor on the last day of every month or as decided by the mess committee. Four additional special dinners on festivals like Holi, Diwali, Eid, Christmas or etc. Menu and date to be decided by the mess committee.

### **Note:**

- **Mess Committee reserves the rights to amend the Mess Menu at any time during the contract period.**
- **Mess Committee reserves the right to ask the caterer to provide a substitute of any item in the menu in the future if the item is found to be burnt, inedible or below standards.**

**Branded items** (as given below) should always be used. A suitable monetary penalty will be levied if the specified brand is not used.

1. Butter - Amul /Mother dairy pasteurized, not Amul delicious.
2. Jam - Kissan
3. Ketchup - Kissan, Maggi
4. Masala - MDH, BMC, or Catch.
5. Rice - Basmati 1060 of a branded company approved by the mess committee.
6. Atta - as approved by the mess committee.
7. Besan - as approved by the mess committee.
8. Oil - Fortune/Neutralla: Refined Sunflower/Soybean Oil.
9. Tea bag – Taj Mahal or a brand approved by the mess committee.
10. Coffee - Nescafe, Bru, Tata, or approved by mess committee
11. Pickles - MTR or a brand approved by the mess committee.
12. Desi Ghee- Amul Bread/Paav/Bun- Bonn
13. Salt- Tata, Captain Cook, or Annapurna
14. Milk - Lactometer reading for cow's milk should range from 24-30 and for buffalo's milk the lactometer reading should be between 26-32. The mess committee reserves right to check milk quality randomly and impose fines if the lactometer reading isn't in the specified range



15. Rusk - Britannia
16. Ice-cream - Amul, Mother Dairy, Vadilal and Kwality Walls

Brand of any other item required or any of the above items, in case of non-availability of above brands, will be mutually decided by the Mess Committee and the caterer and approved by the competent authority.

There is limit on the maximum quantity of below mentioned items otherwise unlimited:

**Breakfast:**

Milk: 200 ml (along with coffee powder or tea bag & sugar) Eggs and banana: 2 nos

**Lunch:**

Paneer in dish: 75 g

Eggs in dish: 2 nos.

Dahi: 1 bowl

**Snacks:**

Coffee/Milk/Shake: 200 ml

Samosa/Vada (varieties)/Cutlet: 2 pieces (of approx. 20 g each)

Poha, noodle Pasta, Fried Idli (likewise) : 1 bowl

Jalebi : 75 g

**Dinner:**

Paneer in dish: 80g

Eggs in dish: 2 nos.

Non-veg. in dish: 160 g.

For any items not mentioned above, quantities will be fixed by mutual consensus between the hostel mess committee and the caterer.

**Notes on the Menu:**

1. For residents observing fasts, the caterer will provide the substitute items in lieu of the regular meal(s) after a minimum number of 5 residents ask for the substitute meal (s).
2. The caterer will not serve any item whose rates have not been approved by the competent authority beforehand.

3. Non-Veg should be served as per the menu irrespective of festivities like Navratri etc.
4. All equipment brought by the caterer into the mess premises must be registered with the caretaker and intimated to the mess committee/authorized person.
5. The caterer will be responsible for cleaning of the kitchen, dining area, washing area and other auxiliary areas of the mess, including the wash basins and the dustbins for maintaining proper hygiene and sanitation.
6. Caterer should ensure pesticide control minimum 2 times per semester.
7. Dining area should be cleaned before, during and after the meal.
8. The caterer will also provide soap cake/liquid soap for the wash basins in the catering area.
9. Institution has the right to call an external review committee once a year to monitor the mess food quality and hygiene whose charges will be beared fully by the mess caterer/s.
10. Caterer should share the details of holidays of the staff workers. Caterer should ensure that the staff is not burdened throughout the semester.
11. No child should be allowed to work inside the mess premises. There will be strong implications if any child is found working inside the mess.

### **Other Important notes**

1. That the food served by the caterer shall be wholesome and clean and competent authority /or nominee of the competent authority may at any time enter upon the premises allotted to the Caterer for the purpose of this agreement/contract and take away samples free for purposes of inspection, trial or analysis and the competent authority or any nominee's decision about the desirability or quality of the articles offered for consumption in the dining hall shall be final.
2. That a Committee, nominated by the competent authority, will monitor the quality of the food and other items supplied by the caterer including services.
3. IIT Mandi may call for the advice of its Medical Officer on matters of hygiene in the Hostel Mess and such advice of the Medical Officer shall not be contested by the caterer. That the caterer would provide a sufficient number of cooks, waiters and other servants in the kitchen, dining hall and mess and shall take all reasonable precautions to see that these waiters and servants while on duty attire themselves in the uniform approved by the competent authority and are professional, civil, sober

and honest in their dealings with the hostel residents and staff and any other users of their services and That the caterer shall only employ in his service such persons whose antecedents have been verified by the police and who have also been medically examined at the caterer's own cost and to the satisfaction of the competent authority. The caterer shall be required to give an undertaking to the competent authority to this effect.

4. The caterer shall not make any additions/alterations in the premises provided by IIT Mandi, for use as kitchen and allied purposes to the caterer during the currency of this agreement and/or otherwise.
5. The caterer undertakes to keep the premises, kitchen, dining room and other area connected therewith neat, clean and tidy at all times and in accordance with the health/hygienic bye-laws.
6. That all the workers providing the services under this Agreement shall be employees of the caterer, and IIT Mandi shall not have an employer-employee relationship with the employees of the caterer. The caterer undertakes to keep IIT Mandi harmless and indemnified against any demand/claim of wages, provident fund, Employees State Insurance and any other such dues of its employees. The relationship between the caterer and IIT Mandi is purely contractual and IIT Mandi is not responsible and/liable for the employees and for staff of the caterer.
7. Notwithstanding anything contained in the clauses above if any employee and/ staff member of the caterer in the opinion of IIT Mandi, is not rendering proper service or is otherwise guilty of any misdemeanor or is found otherwise undesirable, the caterer shall forthwith remove that person from IIT Mandi Campus, with immediate effect and replace him suitably.
8. That the caterer shall have no right or interest in the premises allotted for kitchen, dining hall and other allied purposes and he shall have no right or interest to remain in possession thereof at the end of this Agreement or on the termination thereof at any time.
9. That service hours in the Hostel Mess shall be as given above provided that the timings may be modified by the competent authority if and when considered necessary.

10. All the residents in the Hostel shall take their breakfast and meals in the mess and the caterer shall not be authorized to serve the meals in the rooms of the Hostel except with the written permission of the competent authority.
11. The caterer shall obtain instructions from competent authority along with the type of menu that may be served in the official lunches/dinners/tea parties to the participants of training courses.
12. The caterer shall display the approved menu prominently in the dining hall.
13. The caterer shall be provided by IIT Mandi with necessary area/premises i.e. one dining hall, one kitchen and requisite furniture and/or gadgets and he shall be responsible for the proper maintenance of both, the premises as well as the furniture and other gadgets provided by IIT Mandi. The responsibility for proper maintenance and safety/security of all fitting and fixtures will be of the caterer. The caterer shall make available all other implements for running the mess, things like utensil, crockery, cutlery, tables, linen, flower vases, livery etc. for the hostel mess staff etc. and these shall be according to the standard prescribed by the authority of the institute. The caterer shall be required to use LPG gas only for cooking purposes. He is also required to provide tandoor for roti/ parantha. All the expenses for LPG gas will be borne by the caterer. The LPG Gas must be procured by the caterer. The Caterer shall pay a sum of Rs. 5,00,000/- as Security Deposit, which shall be refunded, without any interest thereon, at the end of the contract after adjusting the amount of any damage caused to IIT Mandi by any omission or discrepancy on the part of the Caterer or his employee.
14. IIT Mandi will have the right to review the working of this agreement from time to time and if at any time it is found that the caterer has failed to fulfil any of the conditions of this agreement or that his working is unsatisfactory, IIT Mandi, may curtail the agreed period of this agreement and terminate this agreement with a notice period of one month, and make good any losses suffered by IIT Mandi out of the security deposit made by the Caterer.
15. That the caterer shall maintain a suggestion book for recording of suggestions for improvement by the residents and the staff. Such suggestions, after having the approval of Mess Committee, should be forthwith acted upon by the caterer. The suggestion and complaint book should be kept open for the inspection of the residents and the competent authority or his nominee.
16. The Caterer shall keep and maintain a register at the entrance of the dining hall wherein all hostellers will sign before taking meals.

17. There could be some separate courses or workshops (organized by the IIT Mandi) in which external participants will participate. If required, the institute may ask to provide them messing facilities. In such a case the caterer shall submit the bill to IIT Mandi for the food served to the participants of the course soon after the course is over on the basis of menu/rates approved. The payment to the caterer shall be made through cheque after making necessary deductions i.e. TDS etc.

**Tentative Timings:**

The following timings will be followed:

Breakfast: 7.00 am to 9.30 am on weekdays (Mon to Fri).7.30 AM to 10.00 AM (Sat,Sun and Institute Holidays).

Lunch: 12.00 PM to 2.00 PM

Evening Tea: 5.00 PM to 6.00 PM

Dinner: 7.30 PM to 09.30 PM

At IIT Mandi, there are two semesters: February - June (spring) and August-December (fall). During the spring and fall semesters, both graduate and undergraduate students reside on campus. In between the two semesters, there are vacation periods, where mostly graduate students reside on campus. At present IIT Mandi has close to 800 undergraduate students and 900 graduate students.

**Note: The above schedule is subject to change by order of Mess Committee**

**Note: For breach of any point mentioned in this Contract, the Mess Committee has the right to impose suitable fine on the caterer.**

-S/d-

**Deputy Registrar  
Stores & Purchase**

**BIDDER's GENERAL INFORMATION**

Bidder should indicate following information with the self attested photocopies of supporting documents:

1. Name of Firm/Agency/Contractor :
2. Number of Years in operation :
3. Address under which registered :
4. Operational address, if different from above :
5. Telephone No. (Landline) :
6. Tele Fax No., if any :
7. Mobile No. :
8. Official Email address :
9. Name & address of branch, if any :
10. Type of organization :  
(whether private limited/partnership/sole proprietorship; proof to be attached)
11. Name of Proprietor/partners/Designated partners/Directors of the Organization/Firm):
12. ISO Certification, if any (If yes, please furnish details)

**(Signature of Bidder with Seal)**

**Annexure II**

**BIDDER'S ELIGIBILITY CRITERIA- TECHNICAL INFORMATION**

Sr. No.	Description	Confirmation (Yes/No)	Proof attached Page No.												
(a)	Have your Company/Cooperative/Agency approved/registered/recognized by Govt. of India/State Govt. for providingCaterer Service? Copy (ies) of relevant certificates should be attached. Service provider should have a valid licensefrom competent Licensing Authority.														
(b)	Does your Company/Cooperative/Agency comply with statutory requirements such as valid Registration with EPF, ESI/PAN/TAN, GST, etc. Registration Authorities? Copies of relevant documents may be provided.														
(c)	Is your Company/Cooperative/Agency in existence for the last 03 years?														
(d)	Shops and Establishment Act Registration No. Provide proof.														
(e)	Is your agency in existence for similar business for at least previous 03 years and above?														
(f)	<p>Do you have any experience of providing similar services in Educational Institutions? Provide proof of satisfactory performance (eligibility criteria-Condition No. 3). The list of similar completed works executed during the previous 12 months ended 13<sup>th</sup> November, 2020 should be provided in the following proforma:</p> <table border="1" data-bbox="212 955 1216 1064"> <thead> <tr> <th data-bbox="212 955 289 1064">S.N.</th> <th data-bbox="289 955 423 1064">Location of work</th> <th data-bbox="423 955 651 1064">Name of Orgn.</th> <th data-bbox="651 955 841 1064">Contract amount(Rs.)</th> <th data-bbox="841 955 971 1064">Contract period</th> <th data-bbox="971 955 1216 1064">Name/ contact No. of client</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	S.N.	Location of work	Name of Orgn.	Contract amount(Rs.)	Contract period	Name/ contact No. of client								
S.N.	Location of work	Name of Orgn.	Contract amount(Rs.)	Contract period	Name/ contact No. of client										
(g)	Was out of previous five contracts one was worth Rs. one crore?														
(h)	Financial source to run the contract.														
(i)	Do you have average annual turnover of INRs 01 crore in two financial years in similar service? Copy of audited balance sheets and ITR certificates with matching PAN No. must be enclosed.														
(j)	Whether the cost of tender form enclosed?														
(k)	Whether the cost of Tender form in the form of DD enclosed?														
(l)	Have you completed/submitted other required information/documents, as mentioned in the Tender Document?														
(m)	Do you have a registered branch/office in Himachal Pradesh?														
(n)	Have you enclosed affidavit as per technical eligibility condition 8?														

**Note: (1) Bidder should fill all the columns and no column should be left blank.**

**(2) Any bid received with insufficient detail/documents shall be summarily rejected.**

**(Signature of Bidder with Seal)**



**NO DEVIATION CONFIRMATION**

To

\_\_\_\_\_,'

IIT Mandi at Kamand (HP)-175075.

Sir,

I/We understand that any deviation/exception in any form may result in rejection of BID. I/We, therefore, certify that I/We have not taken any exception/deviation anywhere in the BID and I/We agree that if any deviation/exception is mentioned or noticed, my/our BID may be rejected.

**(Seal and Signature of Bidder)**

**EVALUATION MATRIX FOR AWARD OF MESS SERVICES**

Name of the Bidder \_\_\_\_\_

(Column No. 3 of Sr. No. I, II and III below should be filled in by the bidder)

**Evaluation Matrix:****Total Marks : 50**

Sr. No.	Description	Documentary Proof attached at Page No.	Marks
1	2	3	4
I	Certification and Credentials		
(a)	Company Incorporation (Max. marks – 5)		
	(i) Private Limited/Ltd. Company/ Corporation (5 marks) (ii) Partnership with Limited Liability (4 marks) (iii) Partnership firm – (3 marks) (iv) Proprietary firm – (1 mark)		
(b)	Assessment of average turnover for the two financial years in the past five years on the basis of audited balance sheets and certificates of ITRs. (Max. Marks – 12)		
	(i) Turnover of >INR 1 crore < 2 crore (4 marks) (ii) Turnover of >2 crore <5 crore (6 marks) (iii) Turnover of > 5 crore < 7 crore (9 marks) (iv) Turnover of > 7 crore < 10 crore (12 marks)		
(c)	Does agency comply with the statutory requirements such as valid registration with EPF/ESI/PAN/TAN & GST etc. (Max. Marks – 7)		
	(i) EPF Registration (2marks) (ii) ESI Registration (2 mark) (iii) PAN Registration (1 mark) (iv) TAN Registration (1 marks) (v) GST Registration (1 mark)		
II	Students/persons strength and Experience in large, multistate relevant assignments		
(a)	Total students/persons continuously in the mess for 12 months in the past five years, will be verified from the performance certificate (s)/ telephone/email contact (Max. 11 marks)		
	(i) 200 students/persons (3 marks) (ii) > 200 but <500 students/persons (5 marks) (iii) >500 but <700 students/persons (7 marks) (iv) >700 but < 1000 students/persons (10 marks)		
III	Working experience		
(a)	Whether implemented at least 2 contracts of deployment for students/persons during the last five years. Shall submit supporting documents (Max. Marks : 10)		
	(i) Implemented 2 contracts during last 03 years (5 marks) (ii) Implemented 3 to 5 contracts in last 03 yrs. (7 marks) (iii) Implemented 6 or more contracts during last three years (10 marks)		
(b)	The annual Net profit should not be at least less than Rs. 10 lakh (Must submit documents in support) – Maximum marks – 5		
	(i) Net profit worth Rs. 10 lakh (2 marks) (ii) Net profit > Rs. 10 lakh and up to Rs. 20 lakh (3 marks) (iii) Net profit more than Rs. 20 lakh (5 marks)		

**(Seal and Signature of Bidder)**

**LETTER OF AUTHORITY**

Proforma letter of authority for Attending technical & financial bid opening and other communication/correspondence relating Bid No.

\_\_\_\_\_ Dated \_\_\_\_\_

To

\_\_\_\_\_  
IIT Mandi at Kamand (HP) – 175075.

Sir,

I/We hereby authorize following representative(s) to attend Technical/Financial Bid opening and for any other correspondence and communication against Bidding Document:

Name & Designation \_\_\_\_\_ Signature \_\_\_\_\_

Name & Designation \_\_\_\_\_ Signature \_\_\_\_\_

We confirm that we shall be bound by all commitments made by aforementioned authorized representative. We accept the terms and conditions mentioned in the tender document.

Yours faithfully,

Signature Name & Designation For and on behalf of

Note : This letter of authority should be on the letterhead of the bidder and should be signed by a competent authority.

**COVER 2 – FINANCIAL BID**

**Name of the Agency along with address and Tele/Cell phone No. :**

**Description of Work: Contract for providing Mess Services at IIT Mandi for the students/ scholars/staff members and their guests as per details mentioned in the tender document subject to fulfillment of other terms and conditions of the agreement.**

<b>Sr. No.</b>	<b>Description</b>	<b>Rates in Rupees</b>
1.	Total daily mess rate	In figures _____ In words _____
2.	Rate for Breakfast	In figures _____ In words _____
3.	Rate for Lunch	In figures _____ In words _____
4.	Rate for Snacks	In figures _____ In words _____
5.	Rate for Dinner	In figures _____ In words _____

**Notes:**

1. For menu Annexure 'A' refers.
2. The rates should be inclusive of GST and other taxes, if any.
3. Statutory taxes as per applicable rates will be deducted while releasing the payment against monthly invoices.

Certified that I/We have read the instructions given in the tender documents. I/We undertake to supply the required items as per menu and also adhere to the given timings. I/we have understood the contents of the terms and conditions and undertake to abide by the same as laid down in these documents.