

INDIAN INSTITUTE OF TECHNOLOGY MANDI

EXPRESSION OF INTEREST FOR CATERING SERVICES

Meeting with the vendor: 2:00 PM on 22 May 2019 (Wednesday)

Chief Warden

Dean (Students) Secretariat
Indian Institute Technology, Mandi,
V.P.O - Kamand, District – Mandi
Himachal Pradesh – 175005, India
Telephone: 01905-267016

All interested caterer should be present at 2:00 PM on 22 May 2019
(Wednesday), Dean (Students) Secretariat

Expression of interest

IIT Mandi invites bids for mess facilities on fixed cost basis for its Student Hostels at North and South campus (for Breakfast, Lunch, Evening Snacks, and Dinner). The Mess Committee reserves the right to award contract for mess to same or different caterer.

All interested vendors should be present at 2:00 PM on 22 May 2019 (Wednesday), Dean (Students) Secretariat along with the necessary document and the interview will occur on the same day. The bidding agency /company/ cooperative must have good experience of running hostel mess of minimum 200 students or proven capability of providing similar services in the past for at least two years. It should be noted that the staff involved would be properly dressed and shall be well trained with aspects of hygiene and sanitation.

As part of the interview, an interested caterer should submit the following items:

Price information:

(a) It shall contain details of total daily mess rate as per the menu specified below. Also, the break-up of the total daily mess rate for breakfast, lunch, evening snacks, and dinner.

(b) It would also contain details of the persons and their numbers to be deployed in the mess for providing services.

(c) Also, a document indicating ESIC and EPF payment to the employees need to be furnished for preceding one year.

Technical information:

It shall contain information regarding business turnover, experience and other details of the firm to judge the suitability of the caterer for mess and guesthouse facilities.

Price information of only those parties will be considered who are found suitable and qualifying the eligibility criteria.

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 2 more years after a review each year. The successful caterer shall be bound to execute an agreement on non-judicial stamp paper of Rs.100/-. Institute reserves the right to reject some or all the applications without assigning any reasons whatsoever.

General Instructions:

Eligibility Criteria:

The applicant should be in catering business for a minimum period of two years as on 31st May, 2019, with the following requirements:

Two similar completed works (preferably one of them should be in ***Academic Institute***) each having not less than 200 persons on its dining strength since the last 12 months.

Or

One similar completed work (preferably should be in Academic Institute)

Having not less than 200 persons on its dining strength since the last 12months. For new firm, owner of the firm should have an experience of five year as manager. Manger should have catering experiences in academic institute while serving previously of not less than 350 students.

Note: Similar nature of work means the running of large messes of Institutions /Hospitals / *Central Government / Central Autonomous Bodies / Central Public*

Sector Undertaking / Large Industrial Establishment/ Organizations /companies.

The applicant's average annual financial turn-over (gross) in catering services during the last 2 (two) years, duly audited by a Chartered Accountant, should not be less than 10 Lakhs. If there is a year for which no turnover is shown, the applicant's five year record will be considered and all of the above conditions must be satisfied in that case.(Not applicable for new firm.)

Should not have incurred any loss in more than two years during the last five years ending

The applicant should have on his pay roll sufficient number of trained employees for the proper execution of the contract.

Scope of Work:

The caterer is expected to provide the following services: Cooking and serving meals (breakfast, lunch, evening snacks, and dinner). Facilitates procurement of raw material for and on behalf of the institute. Managing and control of stocks and inventories.

Add-on sales (approved by mess committee). Residents may use these add-ons to get 'extra' items not included in the basic menu outlined below.

Cleaning of utensils, kitchen and serving items. Cleaning of cooking, dining and auxiliary areas. Security of the equipment, utensils and other items in the mess.

Maintenance of the equipment in the kitchen and dining area (including dustbin, sink and water cooler). Maintenance of books, ledgers, other records and documents related to running of the mess. j) Deployment and supervision of required man power for the above mentioned tasks.

As can be noted from the above, operational services shall **NOT INCLUDE** preparation of menu and any policy matter related to running the mess. All such decision will be the direct responsibility of the relevant executives of the Mess Committee.

Accounting and Payment:

The bills for a given month will be submitted by the caterer to the office at the beginning of the next month. The office normally clears the bills within 7-10 days

of their submission. The rates for all the items for which the bills are raised, must have been prior approved by the competent authority.

The rates so fixed are inclusive of all taxes duties, and levies etc. imposed by the state/central government and local bodies as on the dates of award of the work. However, if any new tax, duty or levy is imposed or enhanced by the government/local bodies subsequent to the award of work, the same shall be reimbursed on production of proof of payment.

The caterer shall be accountable for on-the-spot sales of add-ons and its accounting. The price rates shall be in force for the entire period of contract and shall not be revised under any circumstances, except in case of wage revision according to the minimum wages act. In case of any extension granted on expiry of one year contract, a revision of price rates may be specifically requested by the caterer.

Important Notes:

The Mess Committee reserves the right to: Amend the scope and value of the contract Amend the rate of the contract Award the contract of the mess to any empanelled agencies For any of the above 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.

Based on the hygiene audit report submitted by 3rd party, the caterer will be penalized if he fails to maintain the basic hygiene standards. Likewise, a 3rd party would also conduct an FSSAI audit periodically and give gradings, 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 is liable for termination. All above mentioned audit will be done by the Institute through a 3rd party and payment for the same will be recovered from the mess bill.

Effort on the part of the agencies or it's agent to exercise influence or to pressurize the Institute for this contract shall result in rejection of the application. Canvassing of any kind is prohibited.

Tentative Menu Details:

DAY	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	Idli sambhar+Nariyal chatani+eggs/banana(2)	Aloo paratha+chatani + Dahi	Puri + Aloo Chana Sabji+Hawla	Mix Parantha +Chatni+Dahi	Poha +Daliya+Banana/eggs(2)	Masala Dosa+Sambhar+Nariyal Chatni	Methi/Palak Parantha+Aloo Sabji
Lunch	Aloo Jeera + Panchratni Dal	Lauki + Rajma	Kadhi + Mix Veg + Lemon water	Black Chana Sabji + Urd Masoor Dal	Aloo Beans + Dal Makhani	Chhole Bhature+Khichdi+Boondi Raita	Black Masoor Daal+ Egg/Paneer Bhurji
Snacks	Poha + Chatni	Khasta Kachaudi (2) + Green Chatni	Paw Bhaji (2)	Samosa(2) + Green chatni	Fried Idli (200 g)	Doodh Jalebi+tea/Coffee Bag	Noodle/Pasta (200 g)
Dinner	Mashroom + Chana Dal+ Jeera Rice	Pindi Chana+ Arhar Dal	Sahi Paneer/ Egg Curry + Moong Dal	Lauki Kaufta + Dal Makhani	Butter Chicken/Chicken Biryani Kadhai Paneer + Moong Masoor Dal	Aloo Soyabeen + chana Dal Tadka + Veg Biryani	Bhindi + Panchratni Dal + Sweet

Mandatory Items:

Breakfast: Milk, 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.

Special dinner will be provided by contractor on the last day of every month and also on Festivals like Holi, Diwali, Eid, Christmas menu 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.

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 - Kisan.
3. Ketchup - Kisan, Maggi
4. Masala - MDH, BMC, or Catch.
5. Rice - Basmati 1060 of branded company approved by mess committee.
6. Atta - as approved by the mess committee.
7. Besan - as approved by the mess committee.
8. Oil - Fortune/ Neutralla: Refined Sunflower/Soyabean Oil.
9. Tea bag – Taj Mahal or a brand approved by mess committee.
10. Coffee - Nescafe, Bru, or Tata or approved by mess committee
11. Pickles - MTR or a brand approved by mess committee.
12. Desi Ghee- Amul or Britannia Bread/Paav/Bun- Bonn
13. Salt- Tata, Captain Cook, or Annapurna
14. Milk - Lactometer reading for cow's milk should range from 22-30 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

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:

Tea/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: 75 g

Eggs in dish: 2 nos.

Non-veg. in dish: 150 g

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

Note on the Menu:

The caterer will be required to provide khichri or any other suitable item for sick residents in lieu of the regular meals.

For residents observing fasts, the caterer will provide the substitute items in lieu of the regular meal after a minimum number of 5 residents ask for the substitute meal.

The caterer will not serve any item whose rates have not been approved by the competent authority beforehand.

Non-Veg should be served as per the menu irrespective of festivities like Navratras etc.

Institute will provide the utensils for cooking as well as serving food, including plates, tumblers, spoons etc.

All equipment brought by the caterer into the hostel premises must be registered with the caretaker.

The caterer will be responsible for cleaning of the kitchen and the dining area, including the wash basins and the dustbins for maintaining proper hygiene and sanitation.

Caterer should ensure pesticide control minimum 2 times per semester.

Dining area should be cleaned before, during and after the meal.

The caterer will also provide soap cake/liquid soap for the wash basins in the catering area.

Institute have the rights 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.

Caterer should share the detail of holidays of the staff workers. Caterer should ensure that the staff is not burdened throughout the semester.

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.

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 9.30 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

Annexure-I

Application Form for Technical Information

(A scanned copy of the form and supporting documents should be sent via email before the deadline)

Name of the Registered Company/ Cooperative/ Agency:

Address of the Registered Office:

Registration Number and date of registration of company/cooperative/agency:

Shops and Establishment Act registration No.

EPF Registration No. and date:

ESI Registration No. and date:

PAN Number:

Type of Organization (whether proprietorship, Partnership, Private Ltd. Company or Co-operative body etc. In case the applicant is a non-individual, Certified copy of a Partnership deed/ Certificate of Incorporation/Certificate of Registration issued by the Registrar of Cooperative Societies/ as the case may be enclosed):

Name of the Proprietor, Partners/Directors of the applicant with addresses and phone numbers:

Income tax return filed for financial years 2014-15 and 2015-16 (Yes/ No) (scanned copies to be enclosed).

Service tax, Sales tax/VAT Registration Number (scanned copy of certificates to be enclosed)

Whether police verification certificate of all the staff presently engaged by you kept on record with you: Yes / No

Enclose performance certificates for catering from previous clients between the years 2014- 2016 separately.

Yearly turnover (enclose copy of audited balance sheet) Financial Year 2014-15
Financial Year 2015-16 Years of relevant experience:

List of similar completed works executed during the last 12 months (see the eligibility criteria):

S.No.	Location of the work	Name of organization	Contract amount (Rs.)	Contract Period	Name & Contact No. of the client

Signature of applicant with seal

Notes:

Information has to be filled up specifically in the format provided.

Applicant not providing details or with insufficient details shall be rejected.

Annexure - II
Application Form for Price Information
(A scanned copy of the form and supporting documents should be sent via email)

Total daily mess rate (as per the menu given above):

Breakfast INR

Lunch INR

Evening snacks INR

Dinner INR

Total number of people deployed in the mess and their respective roles

ECIS and EPF payment information to the employees for the last one year

GENERAL TERMS & CONDITIONS FOR THE AWARD OF CONTRACT

Initially the license will be given for one year. The Mess Committee will judge the performance of the establishment after each year. After reviewing the performance, the License may be considered for renewal for a period as deemed suitable by the mess committee.

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 by giving one month's notice to the caterer. In case caterer wants to terminate the contract, he/she shall have to give a minimum of two months' notice to the Institute.

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.

The caterer will not be permitted to franchise the Hostel Mess for any other commercial activity outside the scope of student hostel.

No person with any offensive police record shall be employed to work in the Hostel/Institute Mess.

Safety measures are to be provided by the Caterer himself/ themselves.

Any change like timing of operation, rate of items and any additional item to be included will require the permission of the competent authority.

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.

The Institute shall not be caterer in case any dispute takes place between the caterer and his employees.

Legal disputes, if any, shall be subject to the jurisdiction of Mandi Courts only.

Indian Institute of Technology Mandi

Specific Terms and Conditions

Mode of Operation:

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 attached above.

If a resident has not signed up for a given meal, he can take the meal on payment basis, if so desired.

Rebate for maximum 20 days in a semester on account of 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 02 days in advance.

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.

In the 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 Mess Committee and the caterer.

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 need to provide breakfast, lunch, evening snacks, and dinner to Institute guests as and when required and Institute will settle the bills.

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.

All items will be cooked in the kitchen of the hostel. No cooked item, except some snacks identified beforehand, will be brought from outside.

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.

Employees:

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.

The caterer will have to ensure that the employees are in clean and proper uniform, maintain personal hygiene, and maintain discipline in the campus.

No person below 18 years of age will be employed by the caterer.

No employee is permitted to stay overnight in the campus.

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.

In case the caterer fails to maintain proper hygiene and quality in food, then suitable penalty may be imposed as deemed necessary by the competent authority.

If any item is not served as per the menu a suitable penalty will be imposed by the competent authority.

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

1. A fruit should be added that will be given in breakfast every day.
2. Curd should be given every day in lunch.
3. Cornflakes should be added as mandatory item in breakfast
4. Use of ajinomoto is prohibited and using it will be considered as adulteration.
5. The mess manager should regularly report about the mess stuff coming in the week to the mess secretary.
6. The complaint notebook should come in eyes of chief warden in 15 days. The mess manager should confirm that the complaint notebook is shown to the chief warden.
7. Monthly Training of staffs for maintaining proper hygiene.

Addition to the breakfast

B. Vita/coffee powder/tea bag/chocolate powder.

Papad, rice papad and fryums is to be added in the menu.

There must be provision of boiled rice and basmati rice.

Use of Caustic/baking soda is strictly prohibited.

AGREEMENT ON NON-JUDICIAL STAMP PAPER OF Rs. 100/- AGREEMENT

This agreement made on this day of between Indian Institute of Technology Mandi, Mandi, through the Dean (Students), IIT Mandi,(hereinafter called IIT Mandi of the one part and resident of proprietor, (hereinafter called the 'Caterer') on the other part.

WHEREAS IT IS NOW AGREED BETWEEN THE PARTIES AND
WITNESSETH AS FOLLOWS:

That in consideration of the agreed payment to be made by IIT Mandi, to the Caterer, the caterer has agreed to provide the catering services to the participants of the scheduled courses to be conducted by IIT, guests and staff of IIT during one year beginning. The parties may renew the same thereafter by mutual consent.

That the items of the menu, which the caterer would be, expected to supply in the Mess are cited in Appendix hereto. That the rates for various items during the period of contract will remain fixed as per the Appendix.

That hostel mess committee may also decide to include additional items (add-ons) in the menu for a mutually agreed extra charge between both the parties. The caterer should collect these extra charges directly from the students and institute should not be held responsible for these payments. These additional items should be made available as per a decided schedule, however, need not be compulsory for all students. This will be purely optional. Each student may choose additional item at his/her own choice.

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.

That a Committee, nominated by the competent authority, will monitor the quality of the food and other items supplied by the caterer including services.

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.

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.

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.

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.

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.

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.

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.

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.

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.

The caterer shall display the approved menu prominently in the dining hall. 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 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. 50,000/- as Security Deposit, which shall be refunded, without any interest thereof, 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.

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.

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.

The Caterer shall keep and maintain a register at the entrance of the dining hall wherein all hostellers will sign before taking meals.

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.

I agree to the terms and conditions laid out in the clauses above in entirety in presence of the witnesses mentioned below.

Dean (Students), IIT Mandi

Caterer

WITNESS:

- 1.
- 2.