

Dated: 12 February, 2021

INDIAN INSTITUTE OF TECHNOLOGY MANDI

Inviting bidders for providing mess service at IIT Mandi

Meeting with the vendor: 1st March, 2021 (Via online mode)

Chief Warden

Dean (Students) Secretariat
Indian Institute Technology, Mandi,
V.P.O - Kamand, District – Mandi
Himachal Pradesh – 175075, India
Telephone: 01905-267016

All interested caterers have to be present online on the mentioned date.
Meeting link and time will be shared over email.

Calling for bidders

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

All interested vendors should be present online on 1st March, 2021. All the required documents should be sent to studofficeoa2@iitmandi.ac.in before 1st March, 2021. The bidding agency /company/ cooperative must have good experience of running a 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 detail 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 detail 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 for a period of one year to the successful caterer.

The successful caterer shall be bound to execute an agreement on non-judicial stamp paper of Rs.100/- to be purchased by the successful bidder (s). 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 December 2020** with the following requirements:

Two similar completed works (preferably one of them should be in the 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 a new firm, the owner of the firm should have catering experience of at least five years as a manager in academic institutes 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 Undertakings / Large Industrial Establishment/ Organizations /companies.*

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. This is an important service for which the service provider may prepare to provide from the very first day of catering service.

The selected caterer shall have to ensure:

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.

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 and as asked by the mess committee.

Deployment and supervision of required manpower 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 decisions 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 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 audits 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	Wednes day	Thursda y	Friday	Saturday	Sun day
Breakfast	Gobhi Paratha + Curd + Chutney + Cornflakes	Puri + Aloo Chana + Halwa + 2 banana / 2 eggs	idli sambar +coconut chutney +2 banana /2 eggs	Palak /methi paratha +aloo sabzi +chutney +2 banana/2 eggs	Poha +sweet dalia +chutney +2 banana or 2 eggs	aloo pyaz paratha + Curd +Chutney	Masala dosa +sambar +coconut chutney
Lunch	paneer/egg bhurji +masoor dal	kaddu sabzi +yellow moong daal	Godi kadhi pakora +papad +chips	Pindi Chana +Mix Dal,	Aloo soya Beans + Moong Dal	Chhole Bhatore+ Khichdi + Boondi Raita + Masala mirchi + Imli Chutney	lauki chana + Rajma + Green chutney + Masala mirch

Snacks	pav bhaji	Bhel puri	Veg sandwich	Samosa(2) + Green chatni	Fried Idli (200g)/Vada	Pani puri	Poha
Dinner	Veg pulao + Aloo palak /shimla mirch..channa dal ,sewai/milk kheer..	Veg kofta + Arhar dal + Motichoor ladoo	Matar paneer /Chicken curry + Moong dal + Jalebi	Baingan bharta +dal tadka(moong /masoor) +fruit custard..	Egg curry /Paneer do pyaza + mix daal +gulab jamun..	Mix veg +dal makhani +suji halwa ..	Paneer biryani/chicken biryani +mix masoor daal +Raita +ice cream..

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.**

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

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.

Note on the Menu:

The caterer will be required to provide khichdi 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 Navratri 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 mess premises must be registered with the caretaker.

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.

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.

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 borne 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. If any staff member is on leave/holidays, the caterer should deploy the substitute with the prior approval of the mess/executive committee.

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 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, when 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/condition mentioned in this Contract, the Mess Committee has the right to impose suitable fine on the caterer.

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 copies 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 2018- 2020 separately.

Yearly turnover (enclose copies of audited balance sheet): Financial Years 2017-18, 2018-19, 2019-20. Years of relevant experience:-

List of similar completed works executed during the last 12 months (see the eligibility criteria) till 31st December, 2020:-

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 workers 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

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.

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 the 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 responsible 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 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.

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 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.

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.

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. The employees should be got medically checked up before engagement in the mess and medical certificate should be available with the caterer and copies should be provided to the mess committee.

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

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 a 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 food is over during the dining period, the 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 at 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. Monthly Training of staff members for maintaining proper hygiene.
 7. Use of Caustic/baking soda is strictly prohibited.
 8. 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.