
 Government eProcurement System	eProcurement System Government of India																										
Tender Details																											
Date : 13-Jun-2024 05:15 PM																											
 Print																											
Basic Details																											
Organisation Chain	IIT BHUBANESWAR Stores and Purchase Section																										
Tender Reference Number	IITBBS/NIT/HoR/CAT/2024-25/03																										
Tender ID	2024_IITBR_811600_1	Withdrawal Allowed	Yes																								
Tender Type	Open Tender	Form of contract	Empanelment																								
Tender Category	Services	No. of Covers	2																								
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No																								
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No																								
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No																								
Payment Instruments		Cover Details, No. Of Covers - 2																									
Offline	<table><tr><th>S.No</th><th>Instrument Type</th></tr><tr><td>1</td><td>Demand Draft</td></tr><tr><td>2</td><td>FDR</td></tr><tr><td>3</td><td>NEFT</td></tr></table>	S.No	Instrument Type	1	Demand Draft	2	FDR	3	NEFT	<table><tr><th>Cover No</th><th>Cover</th><th>Document Type</th><th>Description</th></tr><tr><td>1</td><td>Fee/PreQual/Technical</td><td>.pdf</td><td>ALL TENDER RELATED DOCUMENTS TO BE SUBMITTED AS PER NIT</td></tr><tr><td>2</td><td>Finance</td><td>.xls</td><td>PRICE BID BOQ</td></tr><tr><td></td><td></td><td>.pdf</td><td>Price</td></tr></table>	Cover No	Cover	Document Type	Description	1	Fee/PreQual/Technical	.pdf	ALL TENDER RELATED DOCUMENTS TO BE SUBMITTED AS PER NIT	2	Finance	.xls	PRICE BID BOQ			.pdf	Price	
S.No	Instrument Type																										
1	Demand Draft																										
2	FDR																										
3	NEFT																										
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2	Finance	.xls	PRICE BID BOQ																								
		.pdf	Price																								
Tender Fee Details, [Total Fee in ₹ * - 0.00]		EMD Fee Details																									
Tender Fee in ₹	0.00	EMD Amount in ₹	6,00,000																								
Fee Payable To	Nil	EMD Exemption Allowed	Yes																								
Tender Fee Exemption Allowed	No	EMD Fee Type	fixed																								
		EMD Payable To	IIT Bhubaneswar Hostel Account																								
		EMD Payable At	Bhubaneswar																								
Click to view modification history																											
Work /Item(s)																											
Title	IITBBS/NIT/HoR/CAT/2024-25/03																										
Work Description	Tender for Selection of Agency for providing CATERING SERVICES FOR STUDENTS HALL OF RESIDENCES OF IIT BHUBANESWAR																										
Pre Qualification Details	Please refer Tender documents.																										
Independent External Monitor/Remarks	NA																										

Show Tender Value in Public Domain	No				
Tender Value in ₹	0.00	Product Category	Hotel/ Catering	Sub category	NA
Contract Type	Empanelment	Bid Validity(Days)	180	Period Of Work (Days)	15
Location	STUDENTS HALL OF RESIDENCES OF IIT BHUBANESWAR	Pincode	752050	Pre Bid Meeting Place	MHR of IIT BHUBANESWAR,ARAGUL 752050
Pre Bid Meeting Address	MHR of IIT BHUBANESWAR,ARAGUL 752050	Pre Bid Meeting Date	19-Jun-2024 11:00 AM	Bid Opening Place	STORE AND PURCHASE SECTION
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	13-Jun-2024 05:55 PM	Bid Opening Date	05-Jul-2024 10:00 AM
Document Download / Sale Start Date	13-Jun-2024 06:30 PM	Document Download / Sale End Date	04-Jul-2024 09:00 AM
Clarification Start Date	13-Jun-2024 06:30 PM	Clarification End Date	18-Jun-2024 02:00 PM
Bid Submission Start Date	20-Jun-2024 11:00 AM	Bid Submission End Date	04-Jul-2024 09:00 AM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	Technical bid and other tender related documents as per NIT	1258.53	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	BOQ	BOQ_852960.xls	Price boQ	260.50
	2	Additional Documents	Cover_2.pdf	Price	324.61

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	sambit@iitbbs.ac.in	Sambit Ranjan Mohanty	SAMBIT RANJAN MOHANTY
2.	snroutray@iitbbs.ac.in	Sailendra Narayan Routray	SAILENDRA NARAYAN ROUTRAY
3.	suhanaparween@iitbbs.ac.in	Suhana Parween	SUHANA PARWEEN

GeMARPTS Details

GeMARPTS ID	XK8YH6T4Y031
Description	HOSTEL MESS FOOD SERVICES
Report Initiated On	13-Jun-2024
Valid Until	13-Jul-2024

Tender Properties

Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Stage to disclose Bid Details in Public Domain	Technical Bid Opening
	Normal		2

BoQ Comparative Chart model		BoQ Comparative chart decimal places	
BoQ Comparative Chart Rank Type	L	Form Based BoQ	No

TIA Undertaking

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Agree	
2	MSEs Order 2012	Agree	

Tender Inviting Authority

Name	Asst Registrar Store and Purchase IIT Bhubaneswar
Address	Store and Purchase sec Admin Building, IIT Bhubaneswar, Aragul Jatani, Pin 752050

Tender Creator Details

Created By	Suhana Parween
Designation	Accounts Superintendent
Created Date	13-Jun-2024 02:08 PM



भारतीय प्रौद्योगिकी संस्थान भुवनेश्वर
INDIAN INSTITUTE OF TECHNOLOGY BHUBANESWAR

**TENDER FOR SELECTION OF AGENCIES
FOR PROVIDING
CATERING SERVICES FOR STUDENTS'
HALLS OF RESIDENCE, IIT BHUBANESWAR**

Tender Enquiry No.: IITBBS/NIT/HoR/CAT/2024-25/03
Date: 13/06/2024

Indian Institute of Technology Bhubaneswar
Halls of Residence, Argul, Jatni, Khurdha- 752050
Email ar.sp@iitbbs.ac.in, warden.office@iitbbs.ac.in



भारतीय प्रौद्योगिकी संस्थान भुवनेश्वर
INDIAN INSTITUTE OF TECHNOLOGY BHUBANESWAR

CONTENTS OF TENDER DOCUMENT

**CONTRACT FOR PROVIDING
CATERING SERVICES FOR STUDENTS' HALLS OF RESIDENCE**

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Halls of Residence

Argul, Jatni, Khurdha- 752050 (Odisha) Email: ar.sp@iitbbs.ac.in,
warden.office@iitbbs.ac.in Website: www.iitbbs.ac.in

NOTICE INVITING TENDER

NIT No. IITBBS/NIT/HoR/CAT/2024-25 /03

Date:13.06.2024

1.1 Indian Institute of Technology Bhubaneswar invites online Tenders through CPP Portal <https://eprocure.gov.in/eprocure/app> from eligible bidders for providing Catering Services to different Halls of Residences of the Institute. The Agencies must be holding valid licenses under Contract Labour (Regulation & Abolition) Act, 1970, Food License, FSSAI Certificate and must be registered with EPF, ESI, GST, PAN and Service Tax.

1.2 All interested bidders are requested to submit their Bid in **Two Bid System** as per the detailed Technical Specification, General Terms and Conditions and other details including Annexure I to XI. Details of tender are as follows:

Sl. No	Particulars	Remarks
1	Tender Reference No. & Date	IITBBS/NIT/HOR/CAT/2024-25/03; Dt.13.06.2024
2	Type of Tender	Two Bid System
3	Publish Date & Time	AS PER CPPP DATA SHEET
4	Document Download Start Date & Time	
5	Last Date for Submission of Pre-Bid Queries	
6	Pre Bid Meeting Venue, Date & Time	
7	Bid Submission Start Date & time	
8	Bid Submission End Date & Time	
9	Time and Date for Opening of Bid	
10	Earnest Money Deposit (EMD) : (Non-Interest Bearing)	₹ 6,00,000/- (Rupees Six Lakh only)
11	Contact Telephone Numbers	0674 – 7134564, 7134820
12	For queries Contact through E-mail	Assistant Registrar, ar.sp@iitbbs.ac.in ; warden.office@iitbbs.ac.in

1.3 Please refer CPP PORTAL system generated DATE SHEET for Tender ID and important Dates.

1.4 The Tender document and details of terms and conditions can be downloaded from our website www.iitbbs.ac.in & <https://eprocure.gov.in/eprocure/app>

1.5 The bidders may submit their bid only through uploading in the CPP Portal <https://eprocure.gov.in/eprocure/app>. No bids received by post or by hand or by FAX/E-mail would be considered for evaluation.

2. Instructions for Online Bid Submission

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

2.2 Additional information for submitting online bids on the CPP Portal may be obtained at:
<https://eprocure.gov.in/eprocure/app>

2.3 REGISTRATION

2.3.1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.

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

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

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

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

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

2.4 SEARCHING FOR TENDER DOCUMENTS

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

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

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

2.5 PREPARATION OF BIDS

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

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

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

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

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

2.6 SUBMISSION OF BIDS

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

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

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

No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

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

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

2.6.6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

2.6.8) Kindly add scan copy in PDF format of all relevant documents in a single PDF file of compliance sheet.

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

2.6.10) The bidder may please note that there is no facility of extension of the bid submission date for what so ever reason. Therefore they should ensure that the bid is uploaded well in advance without waiting for the last date and time as there could be issues like server not responding, slow speed of internet, and document not getting uploaded and so on. IIT Bhubaneswar shall not be responsible for any of these factors.

2.7 ASSISTANCE TO BIDDERS

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

2.7.2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general to be approached to the 24x7 CPP Portal Helpdesk.

2.7.3) Tenderers are advised to follow the instructions provided in the 'Instructions to the Tenderers for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://etender.gov.in/eprocure/app>.

SECTION-II

ELIGIBILITY CRITERIA FOR CATERER

Online tenders are invited under **Two Bid System** (Part-I: Technical Bid and Part-II: Financial Bid) from approved and registered agencies meeting the following criteria:-

1. The Caterer must have provided Catering Services to the reputed Government Organizations / Autonomous Bodies and Institutes like IITs, NITs, Central Universities and Private reputed Educational Universities for **at least Three years or more** as on closing date of this Tender.

2. The Caterer must have Contract Labor License and valid Food License from FSSAI.

3. The Caterer must be registered with EPF, ESI, Income Tax and Service Tax for which the agency has to submit copy of the PAN, GST, EPF and ESI Registration etc.
4. The Caterer must have an average annual turnover **1,50,00,000/- (Rupees One Crore Fifty Lakh)** or more from **Catering Services only** during the last three Financial Years [2020-21, 2021-22 & 2022-23] in the books of Account and need to submit CA Certified Audited Profit & Loss Accounts and Balance Sheet of the Caterer during **01.04.2020 to 31.03.2023**.
5. The Caterer must have successfully carried out the catering services like IITs, NITs, Central Universities and Private reputed Educational Universities for similar completed works on its dining strength during the 3 years ending as on the closing date of the tender:
- i. **1 (one) similar completed work of more than 600 persons each**
or
ii. **2 (two) similar completed works of more than 450 persons each**
or
iii. **3 (three) similar completed works of more than 300 persons each**
6. The Caterer must submit Customer Satisfactory Performance Report (CSPR) from same organizations for which experience certificate is being submitted (as mentioned in Clause-5) for the Financial Year in which they have provided the qualifying Catering Services. Such CSPR must be signed by the authorized signatory of the eligible organization concerned along with work order.
7. The complete details of clients of the Caterer must be enclosed with the technical bid; Client(s) address, name of contact person with phone numbers must be listed in the enclosure. Inspection committees will carry out surprise visits to establishments/ mess/ dining facilities run currently by the Caterers and their reports will form valuable input for the short-listing process.
8. The Caterer must submit an undertaking that the Catering Agency has not been blacklisted in any organization and no case is pending with the police or in court of law against their name, as per Annexure-X.
9. Bank solvency of 15,00,000/- (Rupees Fifteen Lakh) should be submitted along with the bid.

Scope for new firm

For a new firm, the owner of the firm should have an experience of ten years as manager. The manager should have catering experience in academic Institutions/ similar nature of work, while serving previously for not less than 600 students.

Note: Similar nature of work means the running of large messes of Institutions like Government Organizations / Autonomous Bodies/ Institutes like IITs, NITs and Central Universities.

The following are needed to submit by the applicant:

1. Experience certificate/s
2. Work order and analogous CSPR of the firm, throughout the service as a manager
3. Must have food service business in Government Organizations and valid Food License issued by FSSAI
4. The applicant's average annual financial turn-over in food services during the last 2 (two) years, duly audited by a Chartered Accountant, should not be less than 75 Lakh.
5. Must be fulfilled with all other essential eligibility criteria as mentioned in Section-II.

Terms & Conditions

- If found suitable after qualifying technical and financial bid, only one new firm will be selected out of five caterers. No new firm will be included in the panel list.
- The selected new firm will be awarded contract ONLY for the mess having student capacity 300-400.

SECTION III

A. SCOPE OF WORK OF THE CATERER

1. The Caterer must provide following services:
 - a. Cooking and serving meals at specified time and place.
 - b. Procurement of raw materials.
 - c. Cooking utensils as per need.
 - d. Each category of serving utensils (stainless steel plates, snacks plates, milk/tea serving utensils, cutleries, glasses for milk and water) equal to the number of residents at any given point of time. Steel Water jugs as per need.
 - e. Cleaning of utensils, kitchen and serving items.
 - f. Cleaning of cooking, dinning, utensil washing, hand washing and auxiliary areas using appropriate cleaning materials.
 - g. Security of the equipment, utensils and other items of the mess.
 - h. Maintenance and repair of the equipment in the kitchen area.
 - i. Maintenance of books, ledgers, other records related to running the mess.
 - j. Deployment and supervision of required man power for the above-mentioned tasks.
 - k. Solid waste management of kitchen mess.
2. The caterer is required to provide the cooking & service facility for the students at the following hall of residence throughout the year.

Location and approximate capacity

(Five different caterers will be awarded as mentioned below)

- i) **Mahanadi Hall of Residence (MHR):** Proposed number of Students residing, are around **600-800** (Caterer –I)
- ii) **Brahmaputra Hall of Residence (BHR):** Proposed number of Students residing, are around 700-850 (Caterer –II)
- iii) **Rushikulya Hall of Residence (RHR):** Proposed number of students residing, are around 700-850 (Caterer-III)
- iv) **Ganga Hall of Residence (GHR):** Proposed number of Students residing, are around **350-450** (Caterer –IV)
- v) **Subarnarekha Hall of Residence (SHR):** Proposed number of students residing, are around **300-400** (Caterer-V)

NB:

1. As per policy decision, five different caterers will provide catering service to the above mentioned five different Halls.
2. If situation demands, one caterer may have to serve more than one hall of residence.
3. **In case of a decision by the Warden Council to run night canteen, the caterers must run the night canteen as and when required.**
4. The student numbers mentioned above are tentative and prior information about the number of students availing mess facility will be intimated.
5. The Caterer shall ensure mess arrangement (same regular menu) during summer/winter vacations/ other times at each hall of residence when total number of students may reduce (it may be even less than 50) at the regular cost decided in the tender. During these periods, the Institute may also decide to close the dining facilities totally.
6. During summer/winter vacations or any other times, caterer will not be given any establishment charge in any circumstances.

7. A student is eligible to avail “**Mess off**” for a minimum of 04 days at a stretch only if the concerned student takes the approval from the Head of the School in writing which has to be submitted to the office of the respective Hall of Residence at least 02 (two) days in advance. **In this regard, the caterer will not be given any kind of establishment charges.**
8. In case, due to pandemic or owing to any other reasons, if Institute may deemed fit, to restrict the number of students in hall of residence or to vacate hall of residence entirely, then in such case **the caterer will not be given any kind of establishment charges for period when hall of residence vacated entirely.**
9. The Caterer must provide a training to all working staffs within one month of running mess service by a reputed Hotel Management institute (Declaration letter must be submitted).

B. GENERAL INSTRUCTIONS

1. EVALUATION CRITERIA FOR TECHNICAL BID:-

- (i) Institute shall evaluate the technical bids to verify, a) the essential eligibility criteria from **Sl. No. 1 to 9**, b) EMD/ EMD exemption certificate, and c) all the other required documents. Check list for Technical Bid is given in Annexure I.
- (ii) **After evaluation of technical bids, the qualified bidders will be asked for power point presentation regarding the credential, plan and services including handling kitchen equipment before the Committee. On the basis of technical credential and presentation, the bidders will be assessed by Committee and price bid only of suitable qualified bidder/s will be opened for further evaluation.** The qualified Caterer(s) shall be informed for the date, time and place of opening of financial bids. They may depute their representative/s to attend the opening of financial bids on the scheduled date & time.

2. EVALUATION CRITERIA FOR SELECTION OF CATER -

The Caterer selection shall be based on the marks awarded considering the total marks obtained by the caterer as per the evaluation procedure given below:

- a) Technical parameters: 100 scores (**weightage 30%**)
- b) Financial parameters: 100 scores (**weightage 70%**)

The merit list shall be made based on the highest total score [evaluated Technical Score (TS)*0.3 + evaluated Financial Score (FS)*0.7] and the bidders will be ranked as B1, B2, B3...and so on. In case more than one bidder gets the same total highest score, then the merit shall be based on the evaluated technical score.

1. Technical Evaluation: (100 scores)

Bidders are required to submit all the necessary documents as mentioned in the checklist of the NIT in order to get eligible for the technical evaluation. The score for technically qualified bidder (fulfilling the eligibility criteria) will be calculated. For technical bid evaluation, points will be given on the basis of the criteria as listed in the table below. Marks assigned to the bidders by appropriate committee and approved by Competent Authority, IIT Bhubaneswar shall not be questioned by any bidder. The technically qualified bidders will be called to be present at the time of opening of the financial bids.

Technical evaluation would be based on the following criteria.

Sl. No.	Description	Score
1	Profile of Company & number of years in catering Business: Max Score: 14	2 marks for each year in operation for every year
2	As per NIT, number of catering works executed by the agency (Last 3 years) Max Score: 16	<ul style="list-style-type: none"> • 1 mark for each work order and 2 marks for respective CSPR (customer satisfactory performance report) • Extension of service for each W/O for one year: 1.5 mark
3	As per NIT, no. of persons served in a single catering order at educational Institutions (Last 3 years) Max Score: 20	<ul style="list-style-type: none"> • Equal or more than 600 students: 6 marks for one W/O + 4.5 marks for additional W/O • Equal or more than 450 students: 4 marks for one W/O + 3.5 marks for additional W/O • Equal or more than 300 students: 3 marks for one W/O + 2.5 marks for additional W/O
4	Experience as /Profile of Mess Manager Max Score: 15	<ul style="list-style-type: none"> • For last three years: 3 marks for each year of experience. Beyond that for additional year 1.5 marks. • (experience would be validated through bank statement/ EPF service book)
5	Average Annual Turnover (During Last 3 years) Max Score: 15	1.5 to 5 crores : 10 marks Above 5 crores and ≤ 10 crores: 12 marks Above 10 crores 15 marks [For new agency as per the eligibility criteria 0.75 to 1.5: 6 marks]
6	Number of other food service (minimum for 200 persons) works executed at any Govt. organization (Last 3 years) Max Score: 10	1 Mark for each work order and 2 Marks for respective CSPR (customer satisfactory performance report)
7	Presentation & interaction based on previous experience, future planning and execution in areas of hygiene & sanitation, quality assurance, staff deployment and contingency plan etc. Max Score: 10	A committee will evaluate the presentation.
	Total Technical Score : 100	

2. Financial Evaluation: (100 scores)

The financial bid shall be judged on the basis of quoted price claimed by the bidders.

$$\text{Financial Score of a Bidder} = \left(\frac{P - D}{P} \right) \times 100$$

Where,

P = Price fixed by the evaluation committee

D = Difference between price fixed by the Committee and price quoted by the bidder

- Further, the Institute reserves the right to reject any bid at any stage of tender evaluation if it is found that the quoted figures are **unreasonable or unsustainable** for effective discharge of the catering services by the Agency concerned. Institute reserves the right of applying the price fixed through this tender for any subsequent requirements of similar nature elsewhere.

- The committee may finalize a minimum rate for the required menu before opening of price bid and any quoted value below the minimum rate (including GST) may not be considered for evaluation. **The decision of the Institute in this regard shall be final and binding.**
- The rates fixed through this tender 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. The bidder must have mentioned the taxes separately in the financial bid. 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 aforementioned rates shall be in force for the entire period of contract and shall not be revised under any circumstances.
- The L1 price quoted above the rate fixed by the committee will be considered as the final price.
- The bidders ranked as B1, B2 and so on, in the merit list will be asked to match the L1 Price by giving two days' of time, and upon agreeing contract will be awarded as the merit list to first FIVE bidders.
- In case, non-receipt of acceptance within two days' time, it will be considered as non-acceptance for matching L1 price by the bidder. In such case, the Bidder(s) will not be considered for award of contract. Afterward, the next bidders in the merit list will be given preference.
- On Matching to L1 price by Bidders, the contract will be awarded as follow:
 - B1 Bidder will be given a chance to choose Hall of Residence among five options.
 - B2 Bidder will be given a chance to choose Hall of Residence among rest of four options.
 - B3 Bidder will be given a chance to choose Hall of Residence among rest of three options.
 - B4 Bidder will be given a chance to choose Hall of Residence among rest of two options.
 - B5 Bidder will be considered to provide catering service in the last Hall of Residence.
 - If any existing vendor(s) is/are continuing in any hall of residence(s) under extension, then the contract will be awarded to the new caterer for that/ those hall of residence(s) after expiry of previous vendor's contract period.
 - If any existing vendor(s) is/are continuing in any hall of residence(s) under extension and get selected with new contract, then the vendor(s) will be allowed to take up the new contract by cancelling the previous contract immediately.
 - A panel/waiting list of vendors will be prepared and it will remain valid for a period of one year.
- In the event any non-execution of the contract by an awardee for any reason then bidder from the waiting list will be given offer for that contract with same terms and conditions.
- If, adequate number of Bidders are found not suitable for running the mess of any hall, the bidders as per merit list will be asked to run the additional mess. The decision of the Institute in this regard will be considered as the final decision.

C. TERMS AND CONDITIONS OF THE CONTRACT

1. The contract shall be awarded initially for **One Year**. It can be further extended, as per Institute requirement, subject to the satisfactory performance.
2. Caterer's performance will be evaluated at any time during each month on a variety of factors including quality and quantity of food, cleanliness and hygiene, service quality and punctuality. Non-compliance with menu and serving unhygienic food can result in instant monetary fine/termination of contract (Ref. point-10, General term & condition).
3. Mess facilities consisting of kitchen and dining halls will be provided by Institute at all the locations as stated in Section - II. Prospective Caterers may inspect available facilities with prior appointment. They may contact Hall Office of the Warden for this purpose. The hall of residence is going to provide some of the kitchen equipment & furniture. However, it will be sole responsibility of the Caterer to arrange utensils and any additional equipment required for cooking food in kitchen(s), and serve it in dining halls. **Caterer will not make any demand for any extra equipment and utensils for food preparation and catering.** Kitchen equipment available in the Hall of Residence by the Institute must be utilized by the Caterer. Daily maintenance of the equipment is the sole responsibility of the Caterer. **Caterer will bear the complete cost of the repairing and maintenance of the issued equipment. It is the responsibility of the caterer to return back all the issued equipment and utensils in the working condition at the end of contract.** For serving food, the Caterer need to use their own stainless steel jugs, plates, cutleries, and glasses. Permission for use of paper plates, glasses in case of any special need, must be taken from the competent authority. **Use of any polyethylene utensils is strictly prohibited in the mess. Drain connected to kitchen area needs to be cleaned on regular basis by the caterer. If the caterer fails to clean, then the hall of residence office will arrange for immediate cleaning and the cost with appropriate penalty will be deducted from the mess bill.**
4. Breakfast, Lunch, Snacks and Dinner must be served as per the menu, sample menus as have been furnished in Annexure - VII.

Note on the Menu:

- a. The Caterer will be required to provide Khichdi or any other items as prescribed by the Sanjeevan Health Center for sick residents in lieu of the regular meals and should deliver in the student's room.
- b. For residents observing fasts, the Caterer will provide the substitute items in lieu of the regular meal.
- c. The Caterer will not serve any item whose rates have not been approved by the competent authority beforehand.
- d. The caterer must make provision of a separate counter for providing extra items. For all the extra items, payment will be directly collected digitally from students (no cash collection) by the caterer.
- e. The rates for the extra items to be decided in consultation with the Hall Competent Authority.

5. DINING TIMINGS

Breakfast	07:00 - 09:30	all days
Lunch	12:00 - 14:30	all days
Tea/Snacks	17.00 - 18:45	all days
Dinner	20:00 - 22:00	all days

[Note: The above schedule is subject to change by the order of Hall Competent Authority.]

6. Type of service: Self-service with minimum of one counter for every 200 students or part thereof. For differently abled persons there must be a provision for serving on the table.

7. Institute shall provide the following:

- a) Water for drinking, cooking, washing and cleaning at prevailing rates on the basis of metered consumption as per decision of the Institute.
- b) Electricity for the exclusive purpose of running the dining facilities at prevailing rates on the basis of metered consumption or as per decision of the Institute.
- c) **The caterer needs to pay license fee of Rs. 25/- per student per month towards infrastructure (Kitchen and dining area).** Every effort must be exercised by the Caterer to minimize electricity and water usage. **In case if there is no meter connection, the Caterer has to Pay Rs.25/- per student per month towards electricity.** In the event of the provision of meter connection, the Caterer needs to pay electricity bill as per meter charges for the electricity to be consumed in Kitchen and dining area. **Caterer will also pay Rs. 50/- per student per month or as per actual towards water charges whichever is higher.**

8. Procurement of the following items is the responsibility of the caterer with the approval of the hall of residence authority:

- a) Branded provisions, Ice cream, butter, Jam and milk
- b) Fresh quality vegetables and fruits
- c) The Caterer shall make own arrangements for the commercial gas cylinders as well as cooking and serving utensils.
- d) The Caterer has to make their own arrangements for procuring utensils, gadgets, equipment etc. to run the system efficiently. All the equipment brought by the Caterer into the Hall of Residence premises must be registered with the Hall of Residence office.
- e) Caterer shall not use any colors/chemicals while preparing food.
- f) Major civil and electrical work will be attended to by the Institute. Minor maintenances job such as replacement of tube lights, bulbs, maintenance of kitchen equipment are the responsibility of the Caterer.

9. The Caterer shall use only branded raw materials and best quality resources within expiry period for preparing food. The list of preferred brands is given below. However, in case of non-availability, the Caterer shall submit at least three brands for each item and the Hall Authority shall approve the brands for cooking after its inspection. The Hall Authority reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved list.

Quality of ingredients and other items:

The ingredients used must be of reputed brands (or any other brand approved by the competent authority / Students Mess Committee), some of which have been listed below:

- a) Butter (**no margarine**) will be of Amul /Britannia
- b) Jam will be of Kissan / Tops/ Weikfield
- c) Oil will be of sunflower/ rice-bran oil: Dhara/Sundrop/Saffola/ Nature Fresh/ Fortune
- d) Oil (Mustard): Dhara/Fortune/ Nature Fresh
- e) Rice will be of good quality (long grain thin)
- f) Wheat flour Atta must be of Ashirwad/Pillsbury/Annapurna/Rishta.
- g) Coffee will be of Nescafe/Bru
- h) Tea must be of Brook bond/Tata/Lipton
- i) Milk will be of toned milk of OMFED/Milkymoo/Amul (No addition of water)
- j) Pickles will be of Tops/Priya/MTR/Mothers

- k) Salt will be Tata iodized/Annapurna for all purposes
- l) Masalas will be of either MDH/Everest/Ruchi/Catch/Bharat
- m) Papad will be of Lijjat/DNV/Mother's/ Madhuri
- n) Ghee will be of Amul/ OMFED/Mother Dairy/Britannia
- o) Bread will be of Diamond/Modern/Paris Bakery/Britannia
- p) Sauce/ketchup will be of: Maggi/Kissan/TOP/MTR/Delmonte
- q) Ice cream will be of Amul/Kwality/OMFED/Mother Dairy
- r) Paneer will be of Amul/Britannia/Mother Dairy
- s) Noodles will be of Top Ramen/Yippee/Knorr/Maggi
- t) For Biryani India Gate/ Daawat long grain Basmati Rice to be used.
- u) Pasta: Maggi/ Sunfeast/ Disano/ Weikfield/Yippee
- v) Fryums: Standard reputed brand
- w) Millet based food at least once a week

Note: Among the above-mentioned brands, it is up to Students' committee to decide which particular brand to be used. In case of non-availability of the mentioned brands, any other brand for any of the above items will be mutually decided by the Mess Committee and the Caterer and approved by the competent authority. Materials found in the store room other than the approved branded item will be sealed and will lead to penalty as decided by mess committee, approved by competent authority.

The vegetables to be used should be of fresh and good quality. Any rotten vegetables must be discarded immediately. Potato may be used in any item, if and only if it is mentioned in the menu, otherwise use of potato in any of the menu item without prior permission from mess committee will lead to penalty. **In any case no item should contain more than 20% potato by weight, except for only potato-based items. Peeling of potato is mandatory before using it. The curry type (gravy/semi-gravy/dry) will be decided by the Mess Committee. The vegetable items should not have disproportionate/unnecessary amount of water.**

10. Following shall be the responsibilities of the Caterer regarding hygiene and cleanliness:

- i) **Personal & Food hygiene** (it includes personal cleanliness of mess workers, general health, fitness, dress code in the kitchen, cleanliness of their staff rooms)
 - a. The food must be prepared in clean, hygienic and safe conditions. The food served in the mess must follow acts and rules as prescribed by the Food Safety and Standards Authority of India (FSSAI).
 - b. The serving persons must wear gloves, caps, apron while serving the food. Handling of food with bare hands is strictly prohibited.
 - c. The mess workers must not chew tobacco/pan masala/gutkha, etc. in the mess premises.
- ii) **Kitchen hygiene** (it includes work area hygiene and equipment hygiene)
 - a. The kitchen, dish washing area, etc. must be washed with water and soap solution and mopped, after every meal (breakfast, lunch, snacks and dinner). The areas must be disinfected after every meal and periodic fumigation should be done as and when required.
 - b. High quality hygiene, sanitation and safety must be maintained at kitchen and dining halls. All the surrounding area of the mess premises must be cleaned and washed daily. The drain carrying the wash water **must be cleaned by the caterer** at least once in a week.
 - c. All the cooking burners/stoves, tawa, potato peeler, vegetable cutter, dough maker, grinders need to be cleaned at least once in a week. Fans, Water Coolers and purifier should be cleaned and maintained properly.
 - d. The Caterer will be responsible for cleaning of the dustbins in the kitchen & dining area for maintaining proper hygiene.

iii) Food Service area hygiene

- a. After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, katoris (bowl), glasses, spoons, forks, knives etc., must be cleaned in soap solution and hot water and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and hot water. All the vessels should be available for cooking the next meal. The cleaning material used should be of approved quality.
- b. Dining hall & the hand washing area must be washed with water and soap solution and mopped, after every meal.
- c. The kitchen and the serving area should be maintained as per the standard of a three star hotel.

iv) Waste disposal and dish wash area hygiene

- a. The garbage collected from the kitchen, dining halls, dish wash area must be disposed daily. The surroundings must be kept clean and hygienic.
 - b. **The Caterer should also provide branded liquid soap for the hand wash areas, else hall of residence office will supply the same and the cost will be deducted from the mess bill.** □
 - c. In case, the cleaning of kitchen and dining is not found satisfactory, the Hall of Residence can clean that area and cost for the same will be deducted from the mess bill. **Caterer is completely responsible for buying and maintaining dustbins.**
 - d. Disposal of waste generated every day from kitchen and dining area should be carried out as per solid waste management rule 2016 & local municipality rules. Caterer under no circumstances shall dispose plastic and food waste into the drainage.
11. The food cooked in the dining facility shall not be served in other places inside/ outside the campus without the prior approval of the hall of residence authority. The Caterer shall not serve food cooked outside the dining facility. Raw material stored in the Mess should be for the exclusive use for the student dining facilities in the Institute campus only.
- In case of caterer executes outside order within the respective hall of residence premises, this can be executed after prior intimation to hall of residence authority and approval. The orders will be subjected to payment of hall of residence overhead charges 5% of the order value or as decided by the hall of residence authority. The caterer should maintain the records of such orders executed using hall of residence infrastructure.
12. Under special circumstances, the Caterer shall cater for additional number of students/staff members, as requested by the Institute at short notice.
13. **The Caterer shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.**
14. On expiry/termination of the license, the Caterer shall vacate the licensed premises. All fixtures, furniture etc. which are Institute properties should be handed over to the Institute in good and tenable conditions as it has been handed over to the Caterer at the time of occupation of the dining facility, else appropriate fine will be charged on the caterer. Cost of repair charges for mishandling and willful damage will be deducted from the Performance Security.
15. The Caterer shall not construct or make any structural alterations or install additional fittings inside the premises of the work place without prior written approval from the competent authority.
16. The selected Caterer shall start the dining facility from the date informed by the hall of residence management.
17. **The mess workers engaged by the Caterer must abide by the following guidelines:**
- a. Minimum staff strength per shift in each category shall be as per **Annexure - VI**. There are two shifts in a

- day which covers morning Breakfast and Lunch in the first shift while Snacks and Dinner comes in the second shift. Based on the requirements, the Institute reserves the right to order for increasing the staff strength in case of unsatisfactory service/performance.
- b. Mess workers shall not act in any way detrimental to the interest of the Institute.
 - c. They are not employees of the Institute and shall not have any claim whatsoever on the Institute.
 - d. Engagement of required staff, providing uniforms, etc. shall be done by the caterer with approval of the mess council of the concerned hall of residence. The workers should be neat and clean and should always use hand gloves, caps and aprons while working (hair found in food is not acceptable). Caterer should provide a minimum of two pairs of uniform to the workers and ensure that workers report for duty in clean uniforms.
 - e. The Caterer shall provide ID Cards to the staff. It will be verified and certified by the Institute Security Officers.
 - f. Must follow the security instructions as directed by the Security Officer of the Institute.
 - g. They shall not participate in any strike or protest in any form.
 - h. No accommodation, except a changing/resting room, will be provided to the workers of the caterer. The workers can take rest in the dormitory facility provided in the Messes during break timings. They must arrange their own accommodation outside the premises and cannot use the Hall of Residence for lodging purpose during night. If any mess workers found staying in the hostel premises/ mess/ dining hall at night beyond the specific mess time, a penalty as decided by the Hall Management committee may be levied on them.**
 - i. All the workers are required to do their duty maintaining proper hygiene, cleanliness and safety precautions.
 - j. The profile of all the workers should be submitted to the Hall of Residence Office for approval and the workers should be employed only on the approval by the Competent Authority.
 - k. The caterer must take safety measures for the workers working under him. It is the sole responsibility of the caterer if anything untoward happens to the workers during their working hours within the premises.
 - l. Well trained and experienced Mess Managers and Cooks are required to be deployed by the caterer. Also the other workers should have experience in working in large canteens, hotels, messes for a period of at least two years and should have the knowledge and aptitude of preparing/serving food both vegetarian and non-vegetarian foods under proper hygienic condition.
 - m. ☐ he workers must wear necessary Clean Uniforms, hand gloves and caps/hair net in the kitchen and service areas.**
 - n. No person with any criminal record will be allowed to work in the Hall of Residence Mess.
 - o. The Caterer should submit all necessary statutory documents at the time of releasing payment in compliance of the minimum wages, EPF, ESI & GST.
 - p. The Caterer should ensure that the payment is made to the staff as per Minimum Wages Act.
 - q. The Caterer shall disburse the wages to their staff deployed in the Hall of Residence every month through ECS or by Cheque in the presence of representative of the Institute.
 - r. Necessary permission in writing should be obtained by the Caterer for overnight stay or stay beyond 10:30 PM of their workers in the campus.
 - s. The manpower working for the Caterer should wear uniform and display their name badges.
 - t. The Caterer shall be responsible for the proper conduct and behavior of the workers engaged under them.
 - u. Bidder shall not be allowed to sublet/ make franchise of the mess by any means.
 - v. Monthly report (Annexure-VIII) must be submitted along with the monthly mess bill, accordingly payment will be released.
 - w. Mess Manger must have minimum three years of relevant experience. Replacement of mess manger is subject to proper justification and approval of the Competent Authority, IIT Bhubaneswar

- x. Documents required to be uploaded in CPP portal should be clearly visible
 - y. Wearing of uniform and ID card of all mess staff during mess hour is mandatory
18. i. **Employment of child labour, defined as per relevant labour laws, is strictly prohibited.**
ii. The Caterer will maintain a register with the name, age, address and ID proof of all the employees working at a given time at the mess and provide the same to hall office. The Caterer shall report any changes in the list of staff to the Hall Authority. The Caterer shall arrange security pass to all his employees from security section of the Institute. **For girls hall of residence the caterer must employ only female staffs for serving and cleaning. For cooking also female staff shall be preferred.**
19. Institute is a “**NO SMOKING ZONE**”. The Caterer should ensure that the mess workers engaged DO NOT SMOKE while working. The Caterer must ensure that personnel do not indulge in drinking alcohol or any other intoxicants and are not under the influence of alcohol or other intoxicants in the Institute. The Caterer shall ensure that the mess worker shall not indulge in any sort of “Gambling” inside the Institute campus. Smoking, consumption/distribution of alcohol, use of gutka by the employees, defacing of premises is strictly prohibited in the hall of residence. In case any mess worker is found under the influence of alcohol and banned substance, a fine of Rs. 10,000/- will be imposed on the first instance to caterer and it will be tripled for second instance and will lead to penalty as decided by the Institute on caterer.
20. The Caterer should ensure that all employees are free of communicable & contagious diseases. Medical Certificates to this effect should be available for inspection by the authorities.
21. All expenses related to the functioning of the employees engaged by the Caterer shall be in the scope of the Caterer.
22. The Caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of India and Government of Odisha norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per rules, for inspection by the government authorities.
23. The Caterer needs to produce the proof of previous month payment of wages, EPF, ESI and other statutory dues to his workers along with the mess bill.
24. The Caterer must display detailed item-wise menu for next month (including extras) by 20th of the month for the students to choose the menu of their choice in the next month.
25. Periodic cleaning of fixtures (including lights, fans and other kitchen equipment) shall be carried out by the Caterer maintaining the record which will be checked by the Institute.
26. Caterer must make their own arrangements for house-keeping of the dining and kitchen area. The kitchen, washing area and store rooms shall be maintained neat and clean at all time.
27. Caterer shall not use electric chapati/dosa making plates (hot plates), rice cookers and such equipment which has high wattage.
28. While accepting the offer, the Caterer has to execute an undertaking accepting the terms and conditions for running the dining facility (A sample is given in Annexure-IV, which may subject to modification).
29. In case of any conferences, short term course etc. organized by the Institute, the Caterer may provide the same daily meal at the same quoted rate in the same dining area. If the dining area is other than the Hall of Residence mess, a maximum additional 20% (subject to negotiation) of the food charges will be paid to the caterer as the handling charges towards arrangement of dining facility.
30. Institute will decide the charges of guest meal in consultation with the Caterer and it must not exceed additional 20% of the actual meal cost.

D. GENERAL TERMS & CONDITIONS

1. If at any stage the involvement of the Caterer in any uncalled for activity is found, inside or outside
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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. In case Caterer wants to discontinue the contract, he/ she has to give minimum three months' notice.

2. 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.
3. Safety measures are to be provided by the Caterer himself/ themselves.
4. The Institute shall not be the party in case any dispute takes place between the Services provider and his employees. The Caterer shall be fully responsible for their employees.
5. **It is mandatory to have at least 1 helper per 30 residents. 2 cooks and 2 assistant cooks for first 400 residents, and beyond that, for additional 200-400 residents 1 cook and 1 assistant cook must be deployed as well. This minimum amount of workforce must be present in two different teams, so as to operate in two shifts of duration of eight hours each. Further, 1 Manager and 2 supervisors must be present in each shift. One of the supervisors should ensure quality control and hygiene.**
6. All items will be cooked in the kitchen of the Hall of Residence. No cooked item, except some snacks identified beforehand, will be brought from outside.
7. On special occasions, the menu will be identified by the Mess Committee and the rates for the same will be approved by the Warden 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.
8. **The Caterer should register himself with the Regional Labor Commissioner (Central), Bhubaneswar as a Caterer under the Contract Labor Regulation Act and obtain a Labor License and complete all required formalities.**
9. **Minimum penalties for violation of rules, terms and conditions (it will be imposed by students mess committee verified by warden's council):-**

The caterer will be fined in case of violation of the following rules. As and when mess committee proposes a fine it will be informed to the representative of the Caterer or mess manager and fine will be imposed with consent of the Warden as mentioned in the following table.

Penalty criteria	Per instance
Non-availability of complaint register on the counter / discouraging students from registering complaints	Rs. 3,000/-
Changes in menu without permission of mess committee	Rs. 3,000/-
Insects found in food	Rs. 15,000/-
Soft objects like hair, rope, plastic, cloth etc. in food	Rs. 3,000/-
Any complaint of stones/pebbles	Rs. 3,000/-
Hard and/or sharp objects like glass pieces, nails, hard plastic etc. found in food	Rs. 5,000/-
Three or more complaints of unclean utensils in a week	Rs. 5,000/-
If mess council agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily	Rs. 3,000/-
Food poisoning	Rs. 2,00,000/-
If mess timings mentioned in the tender or decided with the respective council have not been followed	Rs 3,000/-

If food for any meal gets over during the mess timings and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and snacks.	Rs. 3,000/-
If the quality of milk is not found appropriate, or it is diluted. It should have 3-4% fat content.	Rs. 3,000/-
Inappropriate personal hygiene of workers including their dress or head cap and/or misbehavior by workers etc.	Rs. 5,000/-
Failure to maintain a proper health checkup of the workers	Rs. 5,000 /-
Using brands not mentioned in the contract without prior permission and Adulteration	Rs. 10,000/-
Use of Expired raw materials/food items.	Rs. 15,000/-
Stale food found in mess	Rs. 5,000/-
Any tampering with gas cylinders / gas pipelines	Rs. 5,000/-
Use of newspapers to keep fried items or any cooked food	Rs. 1,000/
Fine on any discrepancy (hygiene in kitchen area, dining area, store rooms, etc.)	Rs. 3,000/-
If any item in which prior permission for used of potato has not been taken and potato is found to be used	Rs. 3,000/-
If quantity of potato in any item exceeds 20% by its weight, except for only potato-based items	Rs. 3,000/-
Mixing of veg with non-veg	Rs. 3,000/-
Insufficient mess staffs	Rs. 1.1*daily wages* number of shortfall

Please Note:

- Food Poisoning shall invoke a hefty fine of at least Rs. 2 Lakh or more, along with cancellation of contract and possible blacklisting of the caterer. The Performance security deposited to the institute will not be refunded to caterer if the contract is cancelled for the above reason.
 - For any rule stated in the agreement, first violation of the rule will attract fine as per the above-mentioned table. Second and subsequent violations of the same rule on a different day within 30 days of previous violation will attract 5 times the initial amount of fine on the caterer.
 - Absence of proprietor or his representative in the mess council meetings (which will be held once every month) on due invitation will attract a fine of Rs. 10,000/- on caterer.
 - As and when mess council proposes a fine, it will inform the representative of the caterer or mess manager, and fine will be imposed with consent of the wardens.
 - Severity of hygiene failure shall be assessed and decided by the mess council and fined appropriately. In case of gross failure/negligence, a severe penalty will be imposed, which could be a hefty fine and/or termination of the Contract.
 - Curry should not be added with any unspecified items like mashed potato, pumpkin, flour, maida etc. to make it thick. Caterer will provide the list of ingredients of the curry item whenever it is asked or during surprise visit of the Competent Authority.
- 11.** The Caterer shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The Caterer shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the Caterer in respect thereof, which may arise.

12. ACCOUNTING AND PAYMENT:

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

- Wages for all relevant human resources,
- Fuel,

- c) All general provisions, vegetables, fruits and milk of good quality,
- d) Logistics – transportation, loading and unloading, and storage,
- e) Utilities (water, electricity, etc.) usage beyond permissible limits,
- f) License fee/rent for use of space and infrastructure facilities,
- g) Waste disposal,
- h) Applicable GST.

The mess committee in each hall of residence will review the service performance of the caterers through regular inspection visits and monthly meetings. It is mandatory for the caterer (or official designate) to attend these meetings without fail. Based on the feedback of the students and the officer-in-charge of the mess/dining facility sent to Warden Council, the applicable non-compliance charges shall be levied upon the caterer (in Annexure VIII). Appropriate penalty clause will also be invoked for non-compliance of quality of service of the contract. If the staff appointed by the caterer is not found in uniform and violating the rules and regulations, Hall of Residence Management has the right to impose penalty. **At any point of time, if the hall of residence management found the appointed manpower by the caterer is insufficient to address additional catering needs in special occasion, hall of residence management may employ temporary staff whose labour charges will be borne by the caterer.** The Hall Management will release 80% of the payment against the bill raised by 10th of the month of operation. The balance payment, after adjusting all dues will be released within 30 days from the date of submission of the claim bill by the caterer. Students whose mess rebate has been admitted and approved by the hall of residence management will be accordingly adjusted in the bill.

Hostel Management reserves the right to decide the provision of snacks as optional on direct payment basis by the students.

13. **COST OF BID:** The Caterer shall bear all costs associated with the preparation and submission of his bid. The Institute will in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.
14. **VISIT TO THE INSTITUTE:** It shall be deemed that the Caterer has undertaken a visit to the Institute and is aware of the operational conditions prior to the submission of the bid. The cost of such visit shall be borne by the Caterer.

15. CLARIFICATION OF TENDER DOCUMENT

A) The Caterer shall check all the pages of each and every document against page number given in indices and, in the event of discovery of any discrepancy or missing pages the Caterer shall inform to the **Assistant Registrar (S&P)**, IIT Bhubaneswar in writing to email ar.sp@iitbbs.ac.in; warden.office@iitbbs.ac.in

B) The Tender document comprises of:

- a. Notice of Invitation of Tender
- b. Eligibility Criteria & Scope of Work for all locations.
- c. General Instructions
- d. Terms and Conditions of the Contract
- e. Check List for Technical Bid (Annexure - I)
- f. Technical Bid -Caterers Profile (Annexure - II)
- g. Financial Bid (Annexure - III)
- h. Form of Undertaking (Annexure - IV)
- i. Bank Mandate Form (Annexure - V)

- j. Required Minimum Staff Engaged (Annexure - VI)
- k. Sample Regular Mess Menu (Annexure – VII & VIIA)
- l. Model feedback (Online/Offline) form for evaluation (Annexure - VIII)
- m. Bid Securing Declaration Form (Annexure – IX)
- n. Declaration regarding Blacklisting/Debaring for taking part in Tender (Annexure – X)
- o. Format for Performance Bank Guarantee (Annexure – XI)
- p. Compliance Statement (Annexure-XII)

C) The Caterer is expected to examine all instructions, forms, terms and conditions in the tender document. Failure to do so on part of the Caterer and failing to furnish all information required by the Tender document or submission of a tender not substantially responsive to the requirements detailed in the Tender document in every respect will be at the Caterer's risk and may result in rejection of the bid.

D) The Caterer shall not make or cause to be made any alteration, over-writing, erasure or obliteration to the text of the Tender document.

PRE-BID MEETING

Pre-bid meeting will be held on **19-06-2024 at 11.00 Hrs through Video Conferencing only** for seeking clarification on the tender conditions, if any. Prospective bidders who want to participate in the Pre-Bid meeting shall send their willingness along with the questionnaire, if any, on or before **18/06/2024 2pm** through mail warden.office@iitbbs.ac.in , ar.sp@iitbbs.ac.in & office.sp@iitbbs.ac.in A link for video conferencing will be provided to only those prospective bidders who have shown their such willingness by communicating before **18/06/2024** to above email ids.

E) Submission of Bids:

- I. The offer must be submitted in **Two Bid – Two Cover** only through uploading in the CPP Portal, before the last date & time for bid submission.
- II. **Bidders must submit their digitally signed bids in first Envelope containing the following documents:**
 - (i) **Cover 1.**
 - EMD Details & Scan copy of EMD instrument **or** Bid Security Declaration if applicable.
 - Technical Bid & Bidder's Profile.
 - All relevant documents to be submitted as per **Section II, Checklist Annexure I** and as per other Provisions of NIT.
 - All Annexure I to XII (excluding price bid) duly filled & signed to be submitted along with the technical bid.
 - All pages of the tender document must be duly signed by the bidder.
 - (ii) **Cover 2.**
 - a) Price Bid. (in BoQ Ms-Excel format,) and
 - b) Additional rate in PDF as per sheet Annexure III.

16. Conditional bids / offers will be summarily rejected.

17. BID SECURITY / EMD (Non-Interest Bearing)

- I. (a) The Bidder shall deposit Bid Security / Earnest Money Deposit (EMD) for an amount of **₹ 6,00,000/- (Rupees Six Lakh only)** in the form of an Account Payee Demand Draft /FDR in favour of IIT Bhubaneswar Hostel payable at Bhubaneswar or Direct Bank Transfer through NEFT/RTGS to the

Institute Account. No other form of Bid Security (EMD) Instrument is acceptable.

(b) **MSE Bidder only along with UAM/NSIC for claiming EMD exemption** are exempted for submitting Bid Security/EMD as per Govt. Of India order amended time to time. Such bidders must submit UAM /NSIC clearly mentioning nature of activity as per NIT requirement along with Bid Securing Declaration as per Annexure IX. Noncompliance will result in Bid rejection for non-submission of EMD. **Noncompliance will result in Bid rejection for no submission of EMD.**

(c) Original Bid Security / Earnest Money Deposit (EMD) Instrument shall be sent to Assistant Registrar, Stores & Purchase Section, 3rd Floor, Admin Building, IIT Bhubaneswar, Argul, Jatni, Dist. Khordha, Odisha – 752050, so as to reach before last date of Bid Submission and copy of the same instruments to be uploaded along with bid on CPP Portal in EMD details. Instrument received other than uploaded on CPP Portal shall not be accepted and such bid will be rejected on the basis of non-submission of Bid Security / Earnest Money Deposit (EMD).

(d) IIT Bhubaneswar Account Details for Online payment of Bid Security / Earnest Money Deposit (EMD) as under:

IIT Bhubaneswar Hostel Account

S/B A/C No. 80072200011951

ISFC Code No: CNRB0017282

II. Bid Security / Earnest Money Deposit (EMD) of the successful Caterer may be adjusted against the Performance Security and the remaining amount, if any, shall be collected from the successful Caterer separately in the form of an additional PBG/DD/FDR.

III. Bid Security shall be forfeited if the Caterer withdraws the bid during the period of Tender validity and evaluation process.

IV. Bid Security shall be forfeited if the successful Caterer refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time specified by the Institute.

V. Bid Security/ Performance Security shall be forfeited, if we found any fraud document submitted by you during evaluation and after evaluation.

18. **VALIDITY OF BID: 180 days** from the date of opening of Technical Bid.

19. **LATE AND DELAYED TENDERS:** Bids complete in all respect must be received in the Institute at the address specified above not later than the date and time of receipt stipulated in the NIT. However, the Institute reserves the right to extend the last date of submission of bids.

20. **RIGHT TO ACCEPT AND TO REJECT ANY OR ALL BIDS:**

The Institute is not bound to accept the lowest bid or any bid and may at any time by giving notice in writing to the caterers terminate the tendering process.

The Institute may terminate the contract if it is found that the Caterer is black-listed on previous occasions by the any of the Institutes/Local Bodies/Municipalities/Public Sector Undertakings, etc.

The Institute may also terminate the contract if the selected Caterers fail to furnish the Performance Security or fail to execute the work-order.

21. **PERFORMANCE SECURITY (PS) (Non-Interest Bearing):**

The successful Caterer shall be required to furnish a Performance Security (PS) within **30 days** of receipt of 'Letter of Intent' for an amount of Rupees **Thirty Lakh or an amount equivalent to one month's Bill whichever is Lower** in the form of PBG/DD/FDR **in favour of "IIT Bhubaneswar Hostel Account" and payable at Bhubaneswar** or Bank Guarantee from a Scheduled Bank in the form as at Annexure –IV (Which will be accepted after verification). The Performance Security shall remain valid for a period of **sixty days beyond** the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the Caterer accordingly.

22. **The Caterer must follow the sample regular mess menu and suitable alternatives as mentioned in**

Annexure VII & VII (A).

The caterer may have to provide extra items (see annexure VII (A)) as per the rate prescribed by the Institute.

- 24.** Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.
- 25.** Failure of the successful Caterer to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the Award/Contract and forfeiture of Bid Security and Performance Security.
- 26. Penalty for withdrawal of services before the period of contract**
 - a) The Institute reserves the rights to decide for considering the bid of the withdrawal caterer in future tender.
 - c) Forfeiture of Bid Security/ Performance Security in addition to penalty imposed by Warden Council.
 - d) The caterers, who have been terminated from IIT Bhubaneswar or not completed their tenure successfully, will not be considered in tender participation.
 - e) The existing caterer at IIT Bhubaneswar, whose performance is not satisfactory, will not be considered in tender participation.
- 27. DISPUTE:** Any dispute that may arise shall be referred to the Director, Indian Institute of Technology Bhubaneswar whose decision shall be final.
- 28. JURISDICTION:** The courts at Bhubaneswar shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.
- 29.** The Institute reserves the right to cancel the tender fully or partially without assigning any reason thereof.
- 30.** No price hike will be provided to Caterer for any reason during the entire duration of the Tender Contract.
- 31.** Pest control in the Kitchen area, Dining area and the Storage area should be carried out through licensed agencies at least once a month by the caterer. In case if the hall of residence council contacted and paid the pest control agency, full amount of the Pest control contract will be deducted from the mess bill.
- 32.** It is the sole responsibility of the caterer to prohibit dogs, cats and other animals from entering the kitchen and the dining area.
- 33. Amendment to Tender Document:** At any time prior to the deadline for submission of bids, IIT Bhubaneswar may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or as an outcome of Pre-Bid meet, modify the tender documents by Corrigendum. The same would also be hosted on the website of the IIT Bhubaneswar and all prospective bidders are expected to surf the website before submitting their bids to take cognizance of the amendments, if any.

E. RULES PERTAINING TO FOOD

1. Adequate Salad will be provided during lunch and dinner. It will comprise of lemon, green chillies, tomato, cucumbers, beetroots, carrots and radish. The choice of salads is completely with the Warden Council, based on availability in the market.
2. The caterer must provide at least one traditional item on two days per week which is made of millets and the recipe and nutritional content should be displayed in the mess notice board. Preference will be given to serve grain/ millet biscuits for snacks to provide a healthy food culture.
3. Summer drinks must be served in the mess as per requirement given by the mess committee without extra cost.

4. Food should be served and maintained warm at all times.
5. Paper napkin should be provided when fried food is served. Butter paper should be used to keep the fried items.
6. Use of Dalda / Vanaspati Ghee is strictly prohibited.
7. Long grain and thin rice should be used for normal meal and for special dinner/lunch, biryani, branded basmati rice should be used.
8. Water should be always served on the tables by the caterer staff and filled salt dispensers must be available on the table.
9. Roti, paratha, uttapam, dosa, etc. which need to be served hot should be always served on the tables by the caterer staff
10. Cleanliness of the dining, kitchen and storage area to be maintained by the caterer.
11. The performance of manager as per his skills to manage staff and students would be judged by the mess council. The manager would be allowed to continue only if the mess council is satisfied with his/her performance. The contractor would otherwise have to arrange for another manager.
12. The use of monosodium glutamate (ajinomoto) is strictly prohibited.
13. A sufficient number of counters, as decided by the Mess Council, should be operational.
14. A list of management or supervisory position must be given by the caterer to the mess council, which states the name of person whom the mess council should contact for particular issue in the mess. This list should be maintained formally and given to mess council. Any changes in these positions should be told beforehand, unless there is an emergency.
15. Food wastage should be weighed daily for all meals and should be displayed in the mess.
16. Disposable Glasses and plates, spoons or any other disposable items should be provided to students at no extra cost during serving of food as and when required based on the recommendation of Warden Council.
17. No stale (not fresh, items used in a meal) items should be found in mess after 36 hours of its preparation, else fine will be imposed as decided by mess council & Warden.
18. Hostel Management reserves the right to decide the provision of snacks as optional on direct payment basis by the students.

Bidders inviting officer

Assistant Registrar
For & Behalf of IIT Bhubaneswar
E-mail: ar.sp@iitbbs.ac.in

Check list for Technical Bid

Sl.No.	Documents asked for	Yes/No	If Yes Page No.:
1.	EMD ₹6,00,000/- (Rs. Six Lakh) details or Bid Security Declaration		
2.	Undertaking of Truthfulness of Tender Participation (as per format prescribed in Annexure-IV)		
3.	Undertaking to the effect that the firm has not been Blacklisted and no pending cases – on R. 100 Stamp Paper duly notarized as per Annexure X.		
4.	Valid PAN card issued by the Income Tax Department with copy of Income-Tax Returns of the last financial year.		
5.	Valid GST Registration Certificate		
6.	Valid Registration Certificate of the firm/agency.		
7.	Valid License under Contract Labour (R&A) Act 1970.		
8.	Valid Provident Fund Registration Number.		
9.	Valid ESI Registration Certificates		
10.	Proof of 3 years experiences as per the eligibility criteria		
11.	Customer satisfactory performance certificates / Work Completion Report as per eligibility criteria.		
12.	Annual Turnover as per the eligibility criteria Financial Year 2020-21 Financial Year 2021-22 Financial Year 2022-23		
13.	Balance Sheet for 01.04.2020 to 31.03.2023		
14.	Valid food license (FSSAI)		
15.	Bank solvency of ₹ 15,00,000.00 (INR 15 Lakh)		
16.	Caterers Profile as per Annexure - II		
17.	A signed & stamped copy of Tender document to be submitted as token of acceptance of our terms & conditions		
18.	Bank Mandate Form as per Annexure-V		
19.	Compliance Statement as per Annexure-XII		
20.	Profile of Mess Manager (details with name, passport size photo, experience, qualification, address)		

Note: Photocopies of all necessary documents duly self-attested must be attached for verification of the information provided. Non submission of any of the above documents may lead to rejection of the bid.

(Signature of the Caterer)
Name and Address (with seal)

(Signature of the agency with seal)

TECHNICAL BID**CATERERS PROFILE FOR PROVIDING CATERING SERVICES**

Tender No. & Dt.:

Due Date for Tender:

Opening Date & Time:

Sl.No.	Description	Information
1a	Name of the Caterer/Agency	
	Complete Address	
	Phone No.	E-mail ID
1b	Contact Person / Representative of firm Name	
	Designation	
	Phone	Mobile Phone:
1c	Type of Organization <i>(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)</i>	
1d	Name of the Proprietor, Partners/ Directors of the applicant with addresses and phone numbers	
2a	Food License No (FSSAI):	Firm Registration No & Date:
	PAN:	TAN:
	ESI:	EPF :
	Labour License :	(Enclose copies of above)

2b	Proof for payment of income tax and service tax (last three years) (copy of income tax and service tax payments to be enclosed)			
3	Whether Quality Certification obtained for any of the Food courts/ Dining facilities/Catering services provided (If Yes, copy to be enclosed)			
4	Caterers Solvency (Capital Employed) Rs. (in lakh) (Solvency certificate for an amount not less than Rs.15.00 Lakh should be enclosed)			
5	Turnover per annum Rs. (in Lakh) Authenticated copy of audited Statement of Accounts/Balance sheet for the last three years should be enclosed (In case the work was executed for private firm / persons, TDS certificate should be submitted)			
8	Litigations, if any, connected with Catering Work		Yes/ No (if yes, details to be furnished)	
9	Any other information , tenderer wishes to provide in support of their credentials		Details , if any, to be furnished	
10	List of similar work executed during the last 4 years for institutional/commercial complexes.			
Sl. No	Location of the work & Name of Organization	Contract Amount (Rs.)	Contract Period	Name & Contact No. of the client
11	List of works in hand of institutional/commercial complexes:			
Sl. No	Location of the work & Name of Organization and description of work	Contract Amount (Rs.)	Date of award of contract	Name & Contact No. of the client. (supportive documents from the organization)

Date:

Signature with Seal

Notes:

1. **Authenticated certificates, testimonials & proof of experience to be produced in support.**
2. Each page of the Tender document to be signed by authorized company representative with date and company's stamp.
3. All the documents enclosed should be arranged and submitted in the same serial order as they appear on the technical Bid.
4. Information has to be filled up specifically in this format.
5. Information shall be limited to the applicant. If any relevant data concerning the group of companies to which the applicant belongs is desired to be given, the same shall be given separately in supplementary sheet.
6. All information provided are to be supported with documentary evidences.

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

FINANCIAL BID
(To be submitted in Cover-2)

(a) In Cover 2 : as per BoQ in Ms-Excel format:

Contd... page 28

(b) To be submitted in Cover 2 as in PDF Format.

This will not be considered for financial evaluation or ranking. However, will be finalized at the time of award based on the lower price among the qualified bidders.

Rates of other items to be made available on demand/person.

Sl. No.	Category	Extra Item	Price including GST (Rs)
1	Paneer Item 4 pieces, 25 gm each	Paneer Butter Masala/Chilly Paneer/ Paneer Lolypop/ Paneer Hyderabad/ Kadhahi Paneer/ Paneer Bhurji/ Paneer 65/Paneer Manchurian/ Palak Paneer	
2	Chicken Items 3 chicken pieces (50 gm each)	Chicken Butter Masala/ Chilly Chicken/ Chicken Lolypop/ Chicken Hyderabad/ Chicken Kassa/ Kadhahi Chicken/ Chicken Hyderabad Biryani/ Chicken 65	
3	Mushroom Items Mushroom pieces 100 gm	Mushroom Masala/ Chilly Mushroom/ Mushroom Manchurian	
4	Egg Items	Egg Curry (2 Eggs)	
		Egg Bhurji (2 Eggs)	
		Egg Omelet (2 Eggs)	
		Boiled Egg (per 1 Egg)	
5	Fish Items 2 piece of fish (total 150gm)	Fish Curry/ Fish Kalia/ Fish Besar (Rohu/Katla)	
6		Dal Fry (200 gms. of Dal)	
7		Veg. Fried Rice (300 gms. of Branded Rice)	

NB: All rates are inclusive of taxes

DECLARATION

1. We have gone through the terms & conditions stipulated in the tender document and confirm to abide by the same.
2. I/We'll maintain the quality and quantity for items as mentioned in the tender document.
3. I / We undertake that the payment to the employees will be made as per rates prescribed by Central Govt. of India from time to time under Minimum Wages Act and applicable statutory payments on account of EPF & ESI.
No other charges would be payable by Institute.

**(Signature of the bidder)
Name and Address (with seal)**

UNDERTAKING

(TO BE TYPED ON A LETTER HEAD OF THE CATERING AGENCY)

The Registrar,
IIT Bhubaneswar,
Argul, Jatni
Khorda-752050

Subject: Submission of undertaking for providing Catering Services in IIT
Bhubaneswar vide tender notification No. IITBBS/NIT/HoR/CAT/2024-25/03
dated 13.06.2024

Dear Sir,

We, the undersigned, are submitting our bid for providing Catering services in your Institute in accordance with your Tender Enquiry No.:..... dated

We hereby declare that all the information and statements made in this bid are true and we accept that any misinterpretation or false information /documentation contained in it may lead to our disqualification.

We accept all the terms and conditions of this tender document and we are not deviating from your terms and conditions. Our bid is binding upon us. We understand that IIT Bhubaneswar is not bound to accept any bid.

Yours sincerely,

Authorized Signature [*In full and initials*]

Name and Title of Signatory:

Name of the Caterer:

Address:

Telephone (Office):

Fax:

Email:

ANNEXURE-V**MANANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER**

Date: DD /MM/YYYY

To
The Registrar,
Indian Institute of Technology Bhubaneswar,
Argul, Jatani, Dist. Khorda, Pin-752 050.

Sub: Authorization for release of payment / dues from Indian Institute of Technology,
Bhubaneswar through Electronic Fund Transfer/RTGS Transfer.

1. Name of the Party/Firm/Company/Institute:
2. Address of the Party:
City_____Pin Code_____
E-Mail ID_____Mob No: _____
Permanent Account Number_____
3. Particulars of Bank:

Bank Name:		Branch Name:	
Branch Place:		Branch City:	
PIN Code:		Branch Code:	
MICR No.:			
(9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a Cheque of your bank for ensuring accuracy of the bank name , branch name and code number)			
IFS Code:(11 digit alpha numeric code)			
Account Type	Savings	Current	Cash Credit
Account Number:			

DECLARATION

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information I shall not hold Registrar, Indian Institute of Technology Bhubaneswar responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place:

Date: (Signature & Seal of the Authorized Signatory of the Party)

Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date: _____

(Signature of the Authorized Official from the Bank)

*N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK
wherever it is applicable*

REQUIRED MINIMUM STAFF ENGAGED

Minimum number of different categories of staff to be employed is as shown in Table 1.

Table 1: Minimum staff requirements **in each shift**
(There are 2 shifts in a day: (B.F. + Lunch (1st shift) and Snacks + Dinner (2nd shift))

Category staff	Number of staff to be employed
Manager	1
Supervisors	2
Cook	2 cooks for first 400 residents and 1 cook per 200-400 residents beyond that
Assistant Cook	2 assistant cooks for first 400 residents and 1 assistant cook per 200-400 residents beyond that
Helper	1 for each 25 students

NB: Female helper staffs are for Girls Hall of Residence

The Institute reserves the right to order for additional staff if the services are inadequate. For any addition strength of students in any dining hall, the minimum staff has to be increased proportionately. Names of the current staff as in Table 1 should be available in the register maintained at the site office (dining facility). The mobile phone numbers of manager and supervisors should be displayed in the dining hall. **It is mandatory for the caterer to check the mess card of students and to keep a record of number students availing mess every day.**

I/We agree to the above terms and conditions specified.

Signature of Tenderer

Official seal and address

Annexure-VII**SAMPLE MESS MENU**

Day	Breakfast	Lunch	Snacks	Dinner
Compulsory Items (Everyday)	Bread, Butter (20 gm), Jam (20 gm), Sprouted Grains (Chana/ Mug, Matki) (50 gm), Milk (200 ml)/ Tea/ Coffee/Horlicks/Corn Flakes, Salt, Sugar etc.	Salad (cucumber, carrot, beet root, tomato), Hari Mirch, Lemon, Pickle, Salt, Sugar, Curd (100 ml), Rice, Roti, Dal and sambar	Tea/ Coffee	Salad (cucumber, carrot, beet root, tomato), Hari Mirch, Lemon, Pickle, Salt, Roti, Dal, Rice & Rasam
Monday	Puri + Aloo Sabji/Gaguni Fruit/Egg	Arhar Dal, Lauki Chana/kadi pokoda Pumkin curry, fryums	Samosa (2 Pcs, 100gm each), Sauce	Tamarind Rice, Mix veg, Rajma Masala, gulbjamun (50 gm)
Tuesday	Idly + Sambhar + Coconut Chutney Fruit/Egg	Palak Dal, Veg Kadhai, Karela Fry Or Veg Biryani + Masala Raita, Papad	Burger bread + aloo chop (100 gm each) or (Vada Pao with aloo chop 100 gm each) sauce	Veg. Pulav, White chana masala, Dahi boondi, papad
Wednesday	Poha + jalebi (4 pc)	Masoor Dal, cabbage masala, Beans Fry, Wheel fryums	Veg. Chowmein, Sauce	Chicken kosha (150 g), Paneer / mushroom (100g) butter masala + mixed fryums, Ice cream (50 ml)
Thursday	Vada + Sambhar + Coconut Chutney Fruit/Egg	Moong Dal, Parwal Curry, Sag/chips, ladies finger masala	Bread Chop (2 pcs, 100 gm each), Sauce	Tomato Rice, Chole Bhature, Mix veg Fry, Sevaiya Kheer
Friday	Onion Uttapam + Sambhar + Coconut Chutney, Fruit	Peas / Gobi Masala, Green Angled Gourd Vegetable curry, Raw banana fry	Veg Cutlet (2 Pcs, 100 gm each) with two slice bread, Sauce	Egg curry (2 pcs), veg hyderabadi/Chili baby corn, Beans aloo fry, Custard
Saturday	Dosa + Sambar + Chutney Fruit/Egg	Kali Masoor Dal/Rajma Dal, Veg Kofta or kadhai paneer/Fish Curry, Baigun masala	Pasta, Sauce	Lemon rice, Methi Roti or puri/Plain Paratha, Mix Dal, seasonal mix veg, rosgulla (100 gm)
Sunday	Aloo / Gobi/ Mix. Veg. Paratha + Pickle + Curd	Chicken (150 g) / paneer (100 g) with Veg Biryani + Masala Raita, Papad	Aloo/ Papdi Chat, 100gm	Ghee-Kichadi, Bhindi Masala, fryons, Big size Banana

NB: All the items unless weight/number is specified in the menu are unlimited and rice must be long grain rice and for biriyani long grain biriyani rice. In breakfast student can take both bread and hot food items. Seasonal vegetable may be changed with due approval from committee. The menu is a reference menu and it can be changed as per requirement. Every day in the dinner, caterer must prepare and provide at least one special vegetable and non-veg item for the students on a payment basis. Caterer should provide extra items such as egg omelet, egg bhurji, paneer bhurji, dal fry, chawal fry during lunch on payment basis. The list of extra items, its quantity and price will be fixed by the mess committee and the caterer. This extra food counter should be present all the days with digital payment option. Caterer should provide separate staffs and required cooking utensils and gas stoves for this extra counter.

Fruit/Egg: One Fruit (e.g. big size banana / apple / Orange / papaya/ Mango/Chiku) or one boiled egg

Tea/ Coffee pouches are unlimited and Ghee is 25 ml.

Special dinner should be provided once in every month on Wednesday dinner with addition of soup, puri and one item from Sl. No. 1 to 5 in annexure- VII (A)

Annexure-VII(A)

(Three pages)

1	Starter (One from the list)	Chilly Gobhi	3	Dry sabzi Common for all (One from the list)	Navratan korma
		mushroom 65			Veggie babycorn
		Chilly mushroom			Mixed veg
		Gobhi 65			Veg do-piazza
		Crispy chilly baby corn			Kadhai mushroom
		Paneer 65			Cabbage kofta masala
		Veg kabab			Mushroom matar masala
		Veg spring roll			Peshawari chole masala
		Main Course			
2	Paneer item (100 gm, One from the list)	Paneer Butter Masala	4	Rice (One from the list)	Lemon Rice
		Chilly Paneer			Tamarind Rice
		Paneer Manchurian			Coconut Rice
		Palak Paneer			Veg fried rice
		Paneer Hyderabad			Veg Pulav
		Kadhai Paneer			Jeera Rice
		Paneer Bhurji			Matar Pulav
		Paneer 65			Tomato Rice
		Chilly Paneer Mushroom			5
	Chicken Items (150 gm, One from the list)	Chilly Chicken	Rasogulla		
		Chicken Hyderabad	ChamCham		
		Chicken Kassa	Chenapoda		
		Kadhai Chicken	Ice Cream		
		Chicken 65	Motichoor laddoo		
		Tomato Chicken	Rasmalai		
		Black Pepper chicken	Gajar ka halwa		
		Chicken Butter Masala	Moong ka halwa		

Tentative list of items for different meals			
Breakfast Items	(Chutney :coconut/groundnut/ Kadipatta) 1) Idly + Vada + chutney+ sambhar 2) dosa + chutney + sambhar 3) Mysore Bonda + chutney + sambhar 4) Vada + chutney +sambhar 5) Maggi + tomato sauce 6) Semiya Upma + chutney 7) Rava dosa + Chutney+sambhar 8) Onion Uthappam + chutney+ sambhar 9) Rava Upma + chutney 10) Masala Dosa (aloo-onion) + sambhar. 11) Aloo Paratha + chutney + pickle 12) Gobi /Paratha + chutney + pickle 13) Methi/ Paratha + chutney + pickle 14) Poha + jalibe 15) Paratha + Egg/Paneerbhurji(100 gm) 16) Puri/sabji.	Curry-1 (SABJI)	1) Mix veg curry. 2) Cabbage Tomato 3)Green peas masala 4)Carrot beans 5)Chana masala 6)Brinjal masala 7)Cabbage capsicum 8)Aloo-capsicum 9)Laukikofta curry. 10)Alumatar. 11) Alugobimatar masala. 12) Aloo Gobi Beans masala 13)Veg Manchuria 14)Alu carrot peas masala 15)Chilli Gobi 16)Gobi Masala. 17)VegKofta. 18)Jack fruit (Panasha) curry.
Item-1 (RICE)	1) Rice. 2) Lemon Rice. 3) Tamarind Rice. 4) Coconut Rice. 5) Veg fried rice. 5) Peas Pulav 6) Veg Pulav 7) Jeera Rice 8) MethiPulav 9) Tomato Rice	Item-2 (ROTI)	1) Roti 2) Ghee Chapathi 3) PudhinaChapathi 4) Poori 5) Plain paratha 6) Methi chapatti 7) Methipoori 8) Rumali Roti
Fries (BHAJA)	1) Bhindi fry 2) Beans fry 3) Carrot fry 4) Beetroot fry 5) Aloo fry 6) Gavar Fry 7) Parwal fry 8) Raw Banana fry 9) Cauliflower fry 10) Sag 11) Karela Fry 12) Mix Fry 13) Baigun Bhartha 14) Bitter gourd Fry 15) Jackfruit Seed Fry	Dals	1) Arhar dal (Toor Dal) 2) Gongura dal 3) Palak dal 4) Moong dal 5) Dal makhani 6) Mix dal 7) Masoore dal 8) Tomato Dal 9) Methi dal 10) Chana Dal 11) Tadka dal 12) Rajma 13) Dalma

Snacks	1) Samosa (2 pcs) 2) Bread Pakoda (2 pc) 3) Cutlet (3 pc) 4) Sandwich (2 pc) 5) Aloo tiki (3 pc) 6) Daalpakoda/vada (3 pc) 7) Mixture/ Finger Chips 8) Veg-Cutlet ,Tomato Sauce (2 pc) 9) Chole , palakbhatura (2 pc) 10) Noodles 11) Aloo bhanda/Aloo chop (3 pc) 12) Pav-Bhaji 13) Vadapav (1 pc) 14) Spring Roll (3 pc) 15) Halwa, Kala Channa 16) Fruit Salad 17) Oat Based Biscuits 18) Pani puri 19) Aloo/Papdi chat	Fruits	1) Banana (green, yellow) 2) Seasonal Fruits 3) Pineapple 4) Water melon 5) Papaya 1. Dahi (100 g) 2. Bundiraita 3. Veg. raita 4. Dhania Chutney
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Annexure- VIII**Model feedback form for monthly evaluation
(Online or offline)**

Sl. No.	Description	Excellent	Very good	Good	Average	Poor	Very Poor
		(5 points)	(4 points)	(3 points)	(2 points)	(1 points)	(0 points)
1	Quality of the food served **						
2	Quantity of food served						
3	Cleanliness, hygiene and waste disposal						
4	Catering service, Punctuality, Wearing of uniform & ID card						
5	Changing of Mess staff #						
	Total						

**** Obtained points will be multiplied by two. # No change of staff will get highest mark. Based on the points obtained in the performance evaluation, the following deductions shall be made from the monthly bill, payable to the caterer. This deduction will be separate from the fine imposed on the caterer listed for the reason as mentioned in item 14 in general terms and conditions.**

Sl. No.	Points	Percentage Deduction
1	25-30	nil
2	19- 24	nil
3	15 -18	nil
4	11 -14	5 % + warning
5	6 -10	10 %
6	5 and Below	15%

**The final decision on the feedback evaluation points will be carried out by
Sl. no. 1 & 2: the mess monitoring Committee.
Sl. no. 3: Sanitary Inspector
Sl. no. 4 & 5: Hostel administration**

The caterer is expected to get overall “good” and at least “average” in each category in all months. “Very poor” in any month and “poor” twice in a row will attract additional penalty and / or termination of contract.

Bid-Securing Declaration Form

(to be submitted by MSE Bidder only along with UAM/NSIC for claiming EMD exemption)

(Please See Para 17. I. b on page 20)

Date: *[insert date (as day, month and year) of Bid Submission]*

Tender No.: *[IITBBS/NIT/HoR/Catering/2024-25/03 Dated 13.06.2024]*

To: **Registrar, IIT Bhubaneswar, Argul. 752050**

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of Two year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- (a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- (b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of: (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

DECLARATION REGARDING BLACKLISTING/DEBARRING FOR TAKING PART IN TENDER

(To be executed & attested by Public Notary / Executive Magistrate on Rs.100/- non-judicial Stamp paper by the bidder)

I / We _____ Manufacture / Partner(s)/ Authorized Distributor / agent of M/S.
.....

_____ hereby declare that the firm/company namely M/s. has not been blacklisted or debarred in the past by Union / State Government, PSU/Autonomous organization from taking part in Government tenders in India.

Or

I / We _____ Manufacture / Partner(s)/ Authorized Distributor / agent of M/s.

_____ Hereby declare that the Firm/company _____ namely _____ M/s.

_____ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of _____ years

w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false I/we are fully aware that the tender/ contract will be rejected/cancelled by Registrar, IIT Bhubaneswar, Performance Security and Security deposit shall be forfeited.

In addition to the above Director, IIT Bhubaneswar will not be responsible to pay the bills for any completed / partially completed work.

DEPONENT (Bidder)

Name

Address

FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred) (TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT BHUBANESWAR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT BHUBANESWAR OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK) SITUATED AT BHUBANESWAR. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

To
The Registrar,
Indian Institute of Technology Bhubaneswar,
Argul, Jatani – 752050

LETTER OF GUARANTEE

WHEREAS Indian Institute of Technology Bhubaneswar, Bhubaneswar (Buyer) have invited Tenders vide Tender No..... Dt.for supply of catering service AND WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to provide mess catering service in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of “**Registrar, Indian Institute of Technology Bhubaneswar, Bhubaneswar**” in the form of Bank Guarantee for Rs and valid till **two years** from the date of issue of Performance Bank Guarantee may be submitted within 30 (Thirty) days from the date of acceptance as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / LoI / contract of agreement/ performance of services etc. this bank shall pay to Indian Institute of Technology, Bhubaneswar on demand and without protest or demur Rs (Rupees.....).

This bank further agrees that the decision of Indian Institute of Technology, Bhubaneswar (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / Letter of Intent shall be final and binding.

We, (name of the bank & branch) hereby further agree that the guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Indian Institute of Technology Bhubaneswar, Bhubaneswar(Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs..... (Indian Rupees only).
2. This Bank Guarantee shall be valid up to(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if Institute serve upon us a written claim or demand on or before(date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch).

Yours truly,
Signature and seal of the guarantor:
Name of Bank:
Address:
Date:

Instruction to Bank: Bank should note that on expiry of Guarantee Period, the Original Guarantee will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.

Compliance Statement

Sl No.	Compliance for evaluation of Technical Score	Complied Yes/No	Page No. in Technical bid
1	Profile of Company & number of years in catering Business		
2	As per NIT, number of catering works executed by the agency for last 3 years (Work order, CSPR, Extension order).		
3	As per NIT, number of persons served in a single catering order at educational Institutions (Last 3 years)		
4	Profile of Mess Manager (details with name, experience, qualification, address and affixes with passport size photo)		
5	Annual Turnover as per the eligibility criteria Financial Year 2020-21 Financial Year 2021-22 Financial Year 2022-23		
6	Number of other food service (minimum for 200 persons) works executed at any Govt. organization for last 3 years (Work order, CSPR).		
7	The complete details of clients of the Caterer must be enclosed with the technical bid; Client(s) address, name of contact person with phone numbers must be listed in the enclosure. Inspection committees will carry out surprise visits to establishments/ mess/ dining facilities run currently by the Caterers and their reports will form valuable input for the short-listing process. #		

Clients details

Clients details Similar Work Order/Contract executed at (Name of organization)	Contract/Order No. and Date	Work Order/Contract for No of Persons for providing catering services	Duration/Period of Contract	Copy of the Contract/Work order to be submitted

Note:

1. Non submission of any of the above documents may lead to disqualification of the bid.
2. The above compliance to be submitted along with the Technical bid as per above order with clearly mentioning the page number duly signed by Bidder.