

Tender No: IITT/HoME/153/23

Date: 02-05-2023

**Notice Inviting Tender for Catering Services at IIT Tirupati**

**(E-PROCUREMENT MODE ONLY)**

Indian Institute of Technology Tirupati (IIT Tirupati) invites **online bids (e-tender)** in two bid system from reputed, experienced, and financially sound parties for the following work:

**BRIEF DETAILS OF THE TENDER**

ITEM DESCRIPTION	ESTIMATED VALUE OF CONTRACT (IN INR)
CATERING SERVICE AT IIT TIRUPATI STUDENTS' DINING HALL - 2 AT YERPEDU CAMPUS	4,00,00,000/- PER ANNUM (FOUR CRORE ONLY)
<b>Remarks:</b> <ul style="list-style-type: none"> <li>Note that the bidding Agencies have to pay Earnest Money Deposit (EMD) of 03% on the Contract value which comes to INR 12,00,000/- (Twelve Lakhs Only) to the Hostel Account mentioned in Clause 9.2 through RTGS/NEFT only.</li> <li>The winning Agency must deposit a performance bank guarantee of INR 12,00,000/- (Twelve Lakhs only) before the commencement of operations (see Section 9.2 for details).</li> <li><b>The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> and bid is to be submitted <b>online</b> only through the same portal up to the last date and time of submission of tender.</b></li> </ul>	

**CRITICAL DATES OF THE TENDER**

SL NO	PARTICULARS	DATE	TIME
01	ONLINE PUBLICATION/DOWNLOAD OF TENDER	02-05-2023 (TUE)	17.00 hrs
02	PRE-BID MEETING	09-05-2023 (TUE)	14.30 hrs
03	BID SUBMISSION START DATE	10-05-2023 (WED)	15.00 hrs
04	BID SUBMISSION DEADLINE	24-05-2023 (WED)	15.00 hrs
05	TECHNICAL BID OPENING	25-05-2023 (THU)	15.00 hrs
06	OPENING OF THE FINANCIAL BID	TBA	
<ul style="list-style-type: none"> <li>BIDDING AGENCIES INTERESTED IN ATTENDING THE PRE-BID MEETING ARE REQUESTED TO INFORM OUR HOSTEL AND MESS ESTABLISHMENT (HoME) VIA EMAIL TO <a href="mailto:HOME@IITTP.AC.IN">HOME@IITTP.AC.IN</a> WITH CC TO <a href="mailto:MMC@IITTP.AC.IN">MMC@IITTP.AC.IN</a></li> <li>QUERIES RELATED TO THE TENDER DOCUMENT MAY BE FORWARDED TO <a href="mailto:HOME@IITTP.AC.IN">HOME@IITTP.AC.IN</a> WITH CC TO <a href="mailto:MMC@IITTP.AC.IN">MMC@IITTP.AC.IN</a></li> </ul>			

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## 1. SCOPE OF WORK

The Indian Institute of Technology Tirupati (IIT Tirupati) is the first among the third generation IITs (announced in 2014) to have its foundation stone laid in March 2015. It started functioning with the support of its mentor institute, IIT Madras, from the academic year of 2015-16. Presently, IIT Tirupati is operating at Yerpedu. The Institute is expected to have a student strength of around 1400 + starting from Jan 2023. To cater to the dining needs of the above fraternity, the Institute possesses two 500-seater dining halls with adequate kitchen space (referred to as *mess*) that can accommodate more than 1000 diners in batches.

The *Institute* is looking for a suitable *Agency* to handle the catering service at the students' mess located within the Yerpedu campus. The profile of the *Agency* for our catering services should have the following attributes:

- Rich, varied, and vast experience in handling similar services at large and reputed academic campuses.
- Highly motivated, disciplined, and experienced workforce in catering service
- Dedicated and trained team of workforce and supervisors of good disposition.

**Note: The Caterer who has awarded the South Indian Tender will not be eligible for the North Indian Mess Tender.**

**In particular, the details of the catering services that the Agency is required to provide are as follows:**

SL NO	DESCRIPTION OF THE CATERING SERVICE	DINER/OCCASION	ESTIMATED NO. OF DINERS PER DAY/OCCASION	SUBSCRIPTION TYPE
1	BREAKFAST, LUNCH, EVENING TEA/COFFEE, DINNER (SEE SECTION 4.1 AND 4.2)	HOSTELLERS	600+	REGULAR
2	TEA/COFFEE & BISCUITS/SNACKS	DIRECTOR'S SECRETARIAT AND BOARD ROOM MEETINGS	10 TO 20	ON DEMAND
3	HIGH TEA (SEE SECTION 4.3)	DIRECTOR'S SECRETARIAT AND BOARD ROOM MEETINGS	10 TO 20	ON DEMAND
		SPECIAL OCCASIONS SUCH AS INSTITUTE DAY	1000+	ON DEMAND
4	SPECIAL LUNCH/DINNER (SEE SECTION 4.3)	SPECIAL OCCASIONS SUCH AS INSTITUTE DAY	1000+	ON DEMAND

### IMPORTANT REMARKS

- A. There might be a variation of (+/-) 5% in the above referred estimated number of diners.
- B. During *normal times* the Institute will guarantee a minimum of 600 diners for the day-to-day catering service in SL No. 1 in the above table. Apart from the above numbers, the Institute does not guarantee/underwrite any specific volume of business.
- C. The above numbers will however go down during
  - (a) Term breaks (May to July, and December months) and holidays
  - (b) Outstation projects and assignments of the students during the academic year
  - (c) Unforeseen situations such as pandemic, etc.
 The Agency should be willing to cope up with the reduced numbers during such times.
- D. The winning Agency would begin operations from the existing mess from the month of June 2023.

## 2. IMPORTANT NOTES TO THE BIDDING AGENCIES

### 2.1 NOTES REGARDING MESS OPERATIONS

- A. Efficiency, promptness, quality of food, quality service, good behavior and politeness of the Agency and its staff are the essence of the contract. The Agency is required to ensure that this essence of the contract is maintained at all times. Quality of services, hygiene, and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the Mess Management Committee (MMC) comprising the Dean of Student Affairs, Council of Wardens, and members from the Students' Council.
- B. The existing dining hall with seating capacity of 500 (which can accommodate more than 1000 diners in batches) as mentioned earlier is as per the existing set-up. In addition to this, MMC reserves the right to enhance/reduce the seating capacity of the dining hall as per the administrative requirement during the duration of the work order.
- C. The list of item/equipment available with the Institute are given in the table below:

ITEMS/EQUIPMENT AVAILABLE WITH THE INSTITUTE		
SL NO	ITEMS/EQUIPMENT	QUANTITY
1	BAIN MARIE	04
2	REFRIGERATORS	01
3	DEEP FREEZERS	03
4	BREAKFAST PLATES	500
5	LUNCH PLATES	500
6	PLATE STANDS	02
7	TUMBLERS	200
8	BOWLS/CATORIES	200
9	TEASPOONS	NIL
10	TABLESPOONS	NIL

The list of items/equipment that are to be **procured by the Agency at its own cost after approval of the respective samples by the Institute** are as follows:

ITEMS/EQUIPMENT THAT THE AGENCY NEEDS TO PURCHASE AT ITS OWN EXPENSE BEFORE COMMENCING OPERATIONS		
SL NO	ITEMS/EQUIPMENT	QUANTITY*
1	BREAKFAST PLATES	500
2	LUNCH PLATES	500
3	PLATE STANDS	NIL
4	TUMBLERS	600
5	BOWLS/CATORIES	500
6	TEASPOONS	500
7	TABLESPOONS	500
8	WET GRINDERS	02
9	DOUGH KNEADER	02
10	DOSA TAWA	03
(*) THE ABOVE NUMBERS ARE JUST ESTIMATES; THE NUMBERS MAY HAVE TO BE APPROPRIATELY SCALED BASED ON THE REQUIREMENT		

The above list is non-exhaustive; any other equipment and/or additional number of any of the above items which may be required for cooking and dining purposes are also to be brought by the Agency at its own cost. **It is advisable that the intending bidders visit the campus to acquaint themselves with the actual location of the dining hall, facilities and equipment available, etc., and as well understand the additional items/equipment that the caterer may need to bring for their operations before submitting their tenders under the two bid system.**

- D. The Agency will be responsible for repairing and regular preventive maintenance of all the property of the Institute given to the Agency for use in the student's dining hall. The Agency shall replace inventory items, equipment, furniture and fixtures provided by the Institute in case of loss, theft or damage to the satisfaction of the Institute at its own cost and expense. On termination of the contract, the Agency has to hand over all the equipment/articles as supplied by the Institute

in good working condition back to the Institute. In case of any damage beyond normal wear and tear, Institute can recover the cost from the bank guarantee/current bill payment of the Agency.

- E. The daily menu (e.g., breakfast item, specific dal, curry items, extras etc.; see Section 4.1) will be decided by MMC. The MMC may also choose to vary the daily menu on a periodic basis (e.g., weekly, fortnightly, or monthly).
- F. Tentative mess timings are as given in the table below (Note that the below timings are subject to change by the order of the MMC):

<b>DAY</b>	<b>BREAKFAST</b>	<b>LUNCH</b>	<b>EVENING TEA/COFFEE</b>	<b>DINNER</b>
WEEKDAYS	7:00 AM TO 09:00 AM	12:00 PM TO 2:00 PM	4:00 PM TO 5:30 PM	7:30 PM TO 9:30 PM
WEEKENDS	7:30 AM TO 09:30 AM	12:30 PM TO 2:30 PM	4:30 PM TO 6:00 PM	7:30 PM TO 9:30 PM

- G. In addition to the regular diners (i.e., hostellers), the Agency needs to provide breakfast, lunch, evening snacks and dinner to Institute guests, employees and day scholars on demand subscription for which the employee will settle the bills directly. Means for making digital payment (via card, UPI, etc.) for settlement of bills should be made available at all times by the agency.
- H. On special occasions, the menu to be prepared by the Agency will be suggested by the MMC.
- I. Agency will ensure that at least one Supervisor will always be present during breakfast, lunch, evening tea/coffee, and dinner. It is desirable that the supervisor continues at least for one semester. In case of any change, the MMC should be informed well in advance.
- J. The Agency must provide the service throughout the contract period without closing the dining hall on any day unless instructed by the MMC.
- K. The kitchen, dining hall, hand wash area, dish wash area, etc., should be washed with water and soap solution and mopped after every meal, and should be disinfected once in a week (or as and when required) by the Agency. Other locations/items e.g., roof, ceiling fans, dining tables, chair, etc., should be cleaned at regular intervals by the Agency. The Agency will also provide hand wash liquid at the wash basins in the dining, cooking and catering areas. All the fly traps will be cleaned on daily basis and kept in serviceable condition. It should also be ensured that there is no stagnation of water in food zones. Any violation with respect to this clause will invoke a financial penalty.
- L. After every meal, all the plates, cups, water glasses, spoons, forks, knives, etc., are to be cleaned with soap solution, dried and kept ready for the next meal. All the vessels used for cooking should also be washed with soap solution and dried before using them for cooking the next meal.
- M. The quality of food will be inspected item wise by MMC frequently and the mess vendor shall not deny access for such inspections. MMC has the right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institutions. Further, the store and kitchen of the Agency can also be inspected by MMC so as to ensure that only the brands allowed are being used. In case any violation is found, MMC reserves the right to impose a financial penalty. Upon repeated violation, MMC holds the right to cancel the contract.
- N. Use of plastic teacups and plastic carry bags is discouraged and the Agency shall use environment-friendly material only for serving coffee/tea, packing and carrying the food items.
- O. Food should also be served at the designated places in the campus as and when required/ordered.

- P. In the event of MMC implementing automated dining entry, the Agency will be responsible for maintaining the system, generating mess bills of the students, and ensuring that the students have scanned entry to dining hall.
- Q. The vendor will ensure that no instance of fire or accident takes place and no injury to any of its employee or that of the Institute occurs. If such incidents occur, the vendor will be responsible for fulfilling the loss occurred. The Institute shall neither be liable for any damages, nor be under any obligation to inform the applications of the grounds for the same. Damage here means to property or individuals.
- R. The Agency will ensure that its employees are free from any communicable diseases. The police verification records of all the workers will have to be maintained by the Agency, and a copy of the same should be submitted to MMC. The Agency/its staff/its nominee will not be permitted to stay overnight in the canteen premises under any circumstances.
- S. The Agency will ensure separate menu/staff meal for its employees/staff working in the dining hall. The Agency will not be permitted to franchise the services to any other party. The Institute is not bound to provide any mode of transport in respect of men or material required for the Agency.
- T. Any changes to the mode of operation (e.g., mess menu, timings etc.,) will require the prior permission of MMC.
- U. The Students who go on leave and do not dine during a specific period are eligible to get rebate from the mess bill. Students who wish to get rebate in the mess bill shall notify his/her period of absence from the mess to the HoME office, which approves the same and sends a list of exempted students to the Agency by email. Agency will not be paid for the notified days of absence by the student. The Agency shall be responsible for ensuring that the students who are given rebate are not allowed to dine during the period of the said absence. Minimum number of days that a student is eligible to avail the mess rebate at a stretch is FOUR days. However, students who are unwell due to medical reasons are not bound by the number of rebate days.
- V. In the face of unexpected calamities such as pandemics or disasters beyond the control of the Institute, the Agency will continue mess operations, within due reason, unless the number of diners in the mess is unreasonably low. A revised rate or a reduced menu may be negotiated under these circumstances.
- W. The Agency will liaise with MMC and report on a regular basis about all the activities of the mess service. The Agency shall extend full co-operation.
- X. Agency must store food samples as per safety standards and testing.

## **2.2 NOTES REGARDING FOOD STORAGE AND PROCESSING**

- A. Agency should ensure that all food items will be stored in clean, dry, closed containers away from moisture and sunlight.
- B. FEFO (First Expired First Out) and FIFO (First in First Out) practices should be followed by the Agency for food storage and disposal.
- C. Raw material and produce will be procured from local vendors or licensed/registered suppliers, and the date of expiry will be checked from all purchased ingredients and food items. In particular, record of the certificate of analysis, Form E, name and address of the supplier, batch no., quantity procured, etc. should be maintained by the Agency. Raw material and the record book will be checked regularly by MMC to ensure no damaged or spoiled items have been received for mess food preparation.

- D. Agency should ensure that all food items are to be stored in temperatures suitable for them in hygienic environment to prevent damage and deterioration. Specifically,
1. Food of animal origin should be stored in 4<sup>0</sup> C or lesser temperature.
  2. Frozen food is thawed hygienically. No thawed food is stored for later use. Meat, fish, and poultry is thawed in refrigerator at 5<sup>0</sup> C or below or in microwave. Shellfish/seafood is thawed in cold potable running water at 15<sup>0</sup> C or below within 90 minutes.
  3. Vegetarian items are cooked to a minimum of 60<sup>0</sup> C for 10 minutes or 65<sup>0</sup> C for 2 minutes' core food temperature. Non-vegetarian items are cooked for a minimum of 65<sup>0</sup> C for 10 minutes or 70<sup>0</sup> C for 2 minutes or 75<sup>0</sup> C for 15 seconds core food temperature.
  4. Cooked food intended for refrigeration is cooled appropriately. High risk food is cooled from 60<sup>0</sup> C to 21<sup>0</sup> C within 2 hours or less and further cooled to 5<sup>0</sup> C within two hours or less.
  5. Food portioning is done in hygienic conditions. High risk food is portioned in a refrigerated area or portioned and refrigerated within 30 minutes. Large amount of food is portioned below 15<sup>0</sup> C.
  6. Hot food intended for consumption is held at 65<sup>0</sup> C and non-vegetarian food intended for consumption is held at 70<sup>0</sup> C. Cold foods are maintained at 5<sup>0</sup> C or below and frozen products are held at -18<sup>0</sup> C or below. Hot food is kept above 65<sup>0</sup> C and cold food is kept below 5<sup>0</sup> C but below 10<sup>0</sup> C up to 42 hours for not more than two hours only once.
  7. Reheating is done appropriately and no indirect of reheating such as adding hot water or reheating under bain-marie or reheating under lamp are being used. The core temperature of food reaches 75<sup>0</sup> C and is reheated for at least 2 minutes at this temperature.
- E. Packaging and wrapping material coming in contact with food is clean and of food grade quality.
- F. Food served during mealtime should be hot, and served from bain-marie, allowing for reasonable exceptions.
- G. The Agency shall ensure proper disposal of the collected solid/liquid waste on a daily basis under its own arrangements or as instructed by the MMC. Accumulation of garbage/waste at dining hall premises will not be acceptable and should never be kept overnight in the Institute campus. It is the responsibility of the Agency to segregate and dispose of garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at its own cost and as per prescribed norms/practice of the local authority/Institute. The Agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently and regularly at its own cost. Institute will not pay any extra amount for the same. For any lapse on this front, financial penalty will be levied. The weight of food waste (dry and wet) should be monitored daily and recorded by the agency; audits of the same will be done periodically by MMC.
- H. The Agency at all times will keep the kitchen/dining hall/washing area/raw material stores free from flies/cockroaches/mosquitoes/rats and other pests, as well as ensure there are no signs of pest activity or infestation in premises and food (eggs, larvae, feces etc.) Frequent pest control and scientific pest control measures are required to be adopted by the Agency at all times. Scope of pest control to be administered via the Agency will include the premises of dining area, kitchen, washing area.
- I. Firefighting arrangement provided by the Institute at the start of the contract to be kept serviceable at all times and handed over back to the Institute after completion of the contract.
- J. The food shall be cooked, stored and served under hygienic conditions. The Agency shall ensure that only freshly cooked food is served, and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible. In case of any food related disease to any member of the Institute community, the Agency will be responsible for reimbursement of complete medical expenses.

- K. Non-vegetarian food, if required, will be cooked in a separate area with separate utensils, stored and served separately. The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the Institute community. The oil that remains from deep frying at the end of the day shall have to be disposed and should not be used for the purpose of cooking again.
- L. Jain food to be served as per the requirement.
- M. The Agency has to ensure that drinking water is provided at dining tables regularly.
- N. The Agency will be required to provide khichdi, curd rice or any other suitable item for sick residents in lieu of the regular meals on demand. The Agency will not serve any item that has not been approved by MMC beforehand.
- O. Under no circumstances will any expired item be used in cooking. Use of colours/banned items as per industrial practices is prohibited. Menu will be checked by nutritionist quarterly and record will be kept for the same by the Agency at its own cost. Oil being used will be checked periodically by MMC.

### **2.3 LIST OF RECORDS/DOCUMENTS TO BE MAINTAINED BY THE AGENCY**

- A. Training records of the staff
- B. Audit
- C. Supplier documents
- D. Labour license, Municipal Food License (FDA), PF and ESIC for their existing businesses.
- E. Wage Registers
- F. Food license issued by Food Safety and Standards Authority of India (FSSAI)
- G. Firm registration certificate
- H. Pan details
- I. GST
- J. Work Orders / documentary evidence
- K. Annual Turnover: Copies of duly signed audited profit and loss accounts / CA Certificate
- L. Satisfactory Performance Certificate or recommendation from large reputed educational institution viz. IITs, NITs, IIITs, IISERs, Central Universities only
- M. ISO 9001-2008 certification or any other nationally or internationally acclaimed certification related to food safety and quality. The firm should have ISO-22000:2005 certification.
- N. Records of waste and oil disposal
- O. Grievance redressal/ Complaint register
- P. Day-to-day record of food waste
- Q. Police verification records of all the staff employed by the Agency
- R. Any other relevant records/documents.

All the above relevant documentation and records should be available and retained for the entire duration of the contract.



### 3. TECHNICAL AND FINANCIAL CRITERIA

- A. Firm Registration Certificate, PAN details, GST, etc., along with supporting documents are to be provided by the Agency as per **Annexure-1**.
- B. The bidding Agency should have Labour License, EPF and ESIC registration for their existing businesses. The firm should have valid food license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business. Relevant documents are to be attached with **Annexure-1**.
- C. The bidding Agency should have valid ISO 9001-2008 certification or any other nationally or internationally acclaimed certification related to food safety and quality. The firm should have ISO-22000:2005 certification. Relevant documents are to be attached with **Annexure-1**.
- D. The bidding Agency should give self-declaration certificate for acceptance of all terms and conditions of the tender document. The bidding Agency should be neither blacklisted by any government department nor should there be any criminal case registered/pending against the firm or its owner/partners anywhere in India. A duly completed certificate to this effect is to be submitted as per **Annexure-2**.
- E. The bidding Agency should attach a list of work-orders along with documentary-evidence where similar type of work has been executed during previous FOUR years as of the date of publication of the tender. Specifically, bidding agency should have at least
- I. One similar work order of 80% of the estimated volume of contract (in INR) and 80% of the number of diners (in numbers); the details of the same along with supporting document are to be submitted as per **Annexure-3**. (OR)
  - II. Two similar completed works of 60% of the estimated volume of contract (in INR) and 60% of the number of diners (in numbers); the details of the same along with supporting documents are to be submitted as per **Annexure-3**.
- Note that the above are the minimum requirements. Agencies submitting details of additional work orders satisfying above criteria will secure more marks during technical evaluation (see Section 8.1.1).
- F. The bidding Agency must have been registered (in a similar line of business) at least 5 years prior to this tender notification date. Additionally, the bidding Agency should have minimum of three years of experience in institutional catering in large reputed educational institutions, preferably, IITs, NITs, IIITs, IISERs, Central Universities, etc., as on the last date of bid submission. Any other reputed private institutions/enterprises may be considered if found suitable by the evaluation committee. The firm should have a Satisfactory Performance Certificate or Recommendation from any of the above educational institution(s) where they have been providing similar services in the past four years. Duly signed Performance Certificates are to be attached along with **Annexure-3**.
- G. The Annual Turnover of the bidding Agency from similar catering services should be at least 80% of the estimated volume of contracts during at least three of the last four financial years. Copies of duly signed audited profit and loss accounts / CA certificates are to be submitted as per **Annexure-4**.
- H. The bidding Agency should be profitable in at least three of the last four financial years. Duly completed **Annexure-5** along with supporting documents are to be submitted.
- I. The bidding Agency has to bid for all the items mentioned in the tender document. The tender document will not be considered valid in the case of non-fulfilment of this criterion.
- J. The bidding Agency should comply with the specifications of the tendered items in all respects; No deviations are acceptable.
- K. Financial bid in **Annexure-6** is to be uploaded after filling in all relevant information.
- L. The vendor should quote prices in **Annexure-6** only; offers indicating rates anywhere else shall be liable for rejection.

## 4. MENU

### 4.1 DAILY MENU

BREAKFAST (DAILY)		
SL NO	ITEM (WITH REMARKS IF ANY)	QUANTITY
1	BREAKFAST ITEM (SEE LIST IN SECTION 4.1.1)	UNLIMITED
2	TOASTED BREAD (WHITE/ WHOLE WHEAT)	UNLIMITED
3	BUTTER, JAM	UNLIMITED
4	MILK (3.5% FAT), TEA AND COFFEE, SUGAR	UNLIMITED
5	(EGG OR FRUIT) + SPROUTS <ul style="list-style-type: none"><li>BOTH SHOULD BE AVAILABLE; STUDENTS TO CHOOSE ANYONE</li><li><b>EGG:</b> BOILED EGG (MIN 4 DAYS PER WEEK)</li><li><b>FRUIT:</b> BANANA/ SEASONAL FRUIT (CHOOSEN BY MMC)</li><li>SPROUTS (RAW)</li></ul>	1 EGG OR 1 FRUIT/ SPROUTS(UNLIMITED)

EVENING TEA (DAILY)		
S NO	ITEM	QUANTITY
1	MILK (3.5% FAT), TEA ( GINGER TEA , ELACHI TEA , MASALA TEA ) AND COFFEE	UNLIMITED
<ul style="list-style-type: none"><li>EVENING EXTRAS SHOULD BE SERVED ON A PAID BASIS</li><li>LIST OF EVENING EXTRAS IS GIVEN IN SECTION 4.1.1</li><li>MMC WILL RECOMMEND THE EXTRAS TO BE SERVED ON EACH DAY</li></ul>		

<b>LUNCH</b>			
<b>SL NO</b>	<b>ITEM (WITH REMARKS IF ANY)</b>	<b>FREQUENCY (NUMBER OF TIMES DURING LUNCH PER WEEK)</b>	<b>QUANTITY PER MEAL</b>
1	ROTI/CHAPATI/PHULKA/NAAN/KULCHA/PURI/ MISSI ROTI (CHOOSEN BY MMC)	6 TIMES (MON - SAT)	UNLIMITED
2	WHITE RICE	6 TIMES (MON - SAT)	UNLIMITED
3	CURD/BUTTERMILK OR LEMON-JUICE (CHOOSEN BY MMC)  <ul style="list-style-type: none"> <li>• BUTTERMILK PREPARATION - 150 ML</li> </ul> UNDILUTED CURD + OTHERINDREDIENTS	6 TIMES (MON - SAT)	UNDILUTED CURD = 150ML BUTTERMILK/LEMON-JUICE = 250ML
4	VEGETABLE SALAD  <ul style="list-style-type: none"> <li>• MUST COMPRISE ANY 3 OF THE FOLLOWING: CUCUMBER, ONION, RADISH, TOMATO, BEETROOT, CARROT</li> </ul> (CHOOSEN BY MMC)	7 TIMES (DAILY)	UNLIMITED
5	PICKLE, LEMON SLICES, SALT AND SUGAR	7 TIMES (DAILY)	UNLIMITED
6	DAL (SEE LIST IN SECTION 4.1.1)	6 TIMES (MON - SAT)	UNLIMITED
7	CURRY ITEM 2 (SEE LIST IN SECTION 4.1.1)	6 TIMES (MON - SAT)	UNLIMITED
8	CURRY ITEM 1 (SEE LIST IN SECTION 4.1.1)	6 TIMES (MON - SAT)	UNLIMITED
9	FRYUMS/PAPAD	6 TIMES (MON - SAT)	UNLIMITED
10	GHEE	6 TIMES (MON - SAT)	UNLIMITED
11	CHICKEN DUM BIRYANI WITH NON VEG SHERWA (FOR NON-VEGETARIANS) AND VEG DUM BIRYANI (MUSHROOM, PANEER, GOBI, CARROT, BEANS, ONION, POTATO, PEAS, MEAL MAKER etc. RECOMMENDED BY MMC) WITH VEG SHERWA (FOR VEGETARIANS) BOTH SHOULD BE AVAILABLE; STUDENTS TO CHOOSE ANYONE ONLY QUANTITY OF CHICKEN IN CHICKEN BIRYANI = 150 GMS QUANTITY OF PANEER IN BIRYANI = 100 GMS BASMATI RICE ARE TO BE USED FOR BIRYANI	1 TIME (SUNDAY)	SEE REMARKS
12	RAITA ( UNDILUTED CURD + MIN 3 VEGETABLES)	1 TIME (SUNDAY)	UNLIMITED

<b>DINNER</b>			
<b>SL NO</b>	<b>ITEM (WITH REMARKS IF ANY)</b>	<b>FREQUENCY (NUMBER OF TIMES DURING DINNER PER WEEK)</b>	<b>QUANTITY</b>
1	ROTI/CHAPATI/PHULKA/NAAN/KULCHA/PURI/ MISSI ROTI (CHOSEN BY MMC)	7 TIMES (DAILY)	UNLIMITED
2	WHITE RICE	7 TIMES (DAILY)	UNLIMITED
3	DAL (SEE LIST BELOW)	6 TIMES	UNLIMITED
4	CURRY ITEM 1 (SEE LIST BELOW)	5 TIMES (DAILY EXCEPT WED, FRI)	UNLIMITED
5	CURD OR BUTTERMILK OR LEMON-JUICE (CHOSEN BY MMC) BUTTERMILK PREPARATION - 150 ML UNDILUTED CURD + OTHER INDREDIENTS	7 TIMES (DAILY)	CURD = 150ML BUTTERMILK/ LEMON- JUICE = 250ML
6	FRYUMS/PAPAD	7 TIMES (DAILY)	UNLIMITED
7	VEGETABLE SALAD <ul style="list-style-type: none"> <li>• MUST COMPRISE ANY 3 OF THE FOLLOWING: CUCUMBER, ONION, RADISH, TOMATO, BEETROOT, CARROT</li> </ul> (CHOSEN BY MMC)	7 TIMES (DAILY)	UNLIMITED
8	PICKLE, LEMON SLICES, SALT AND SUGAR	7 TIMES (DAILY)	UNLIMITED
9	CURRY ITEM 2 (SEE LIST BELOW)	5 TIMES (DAILY EXCEPT WEDNESDAY,FRIDAY)	UNLIMITED
10	SWEET / ICE CREAM	2 TIMES	100 GMS / 150 ML
11	SEASONAL FRUIT	1 TIME	150 GMS
12	CHICKEN CURRY AND PANEER/MUSHROOM/CHEESE CURRY <ul style="list-style-type: none"> <li><input type="checkbox"/> BOTH SHOULD BE AVAILABLE; STUDENTSTO CHOOSE ANYONE</li> <li><input type="checkbox"/> QUANTITY OF CHICKEN IN CHICKEN CURRY = 150 GMS</li> <li><input type="checkbox"/> QUANTITY OF PANEER/MUSHRRROM/CHEESE IN PANEER/MUSHROOM/CHEESE CURRY = 100 GMS</li> </ul>	(WEDNESDAY)	
13	CHOLE BHATURE	1 TIME (FRIDAY)	UNLIMITED

#### 4.1.1 LIST OF ITEMS

<b>LIST OF ITEMS FOR BREAKFAST</b>
<ul style="list-style-type: none"><li>• PARATHA (ANY AND ALL TYPE; CHOSEN BY MMC) WITH CURD, LEMON PICKLE AND KETCHUP OR GREEN CHUTNEY (TO BE SERVED AT LEAST ONCE A WEEK)</li><li>• POORI WITH ALOO MASALA CURRY AND CHUTNEY</li><li>• UPMA (RAVA/SEVAI) WITH CHUTNEY AND MANGO PICKLE</li><li>• POHA WITH MINT CHUTNEY, SEV, ONION AND LEMON SLICES</li><li>• MASALA KHICDI OR DALIYA</li><li>• MOONG DAL CHEELA LEMON PICKLE AND KETCHUP OR GREEN CHUTNEY</li><li>• PAV BHAJI</li><li>• PAKODE WITH GREEN CHUTNEY AND RED CHUTNEY</li><li>• KACHORI AND ALOO SABJI</li><li>• KHAMAN-DHOKLA WITH MINT CHUTNEY</li><li>• THEPLA WITH PICKLE, KETCHUP, GREEN CHUTNEY</li><li>• BOMBAY SANDWICH</li></ul>
<b>LIST OF CURRY ITEMS (1 &amp; 2)</b>
<p>BRINJAL FRY, BRINJAL &amp; CAPSICUM FRY, TINDORA FRY, CAULIFLOWER FRY, GOBI 65, GOBI MASALA DHAR, CABBAGE FRY, CABBAGE PAKODA, CABBAGE CARROT FRY, , CABBAGE WITH PEAS, ALOO JEERA, ALOO DEEP FRY, ALOO GOBI, POTATO BRINJAL FRY, CLUSTER BEANS, BHINDI PEANUT FRY, BITTER GOURD, RAW BANANA FRY, , CARROT FRY, MIX VEGETABLE DRY, SOYA BEAN FRY, VEG JALFREZI, MATAR DO PYAZA, CORN PALAK MASALA, ALOO TOMATO CURRY, DUM ALOO BANARASI, MALAI KOFTA/HARIYALI KOFTA, KADAI VEG, MIX VEG CURRY, VEG JAIPURI, VEG CHATPATA, ALOO PALAK, BHINDI DO PYAZA, BRINJAL MUTTER CURRY, GUTTI VANKAYA CURRY, DAHI BAINGAN, DAHI BHINDI, CHANA TURAI, TOMATO DRUMSTICK CURRY, CREAMY MASALA CORN, CAPSICUM MASALA, ALOO MUTTER CURRY, BOTTLE GOURD CURRY, MEAL MAKER THIN GRAVY, ALOO GOBI MASALA, NAVRATAN/VEG KORMA, ALOO GOBI MASALA, ALOO BEANS CURRY, TURAICHANNA, PATODI MASALA, AVIAL, VEG MANCHURIAN, MUTTER MASALA, MIX VEGETABLES IN HOT GARLIC-SAUCE/SOYA-SAUCE, SOYABEAN GRAVY, SARSON DA SAAG, KARELA BHUJIA, BRINJAL BHARTA, RED PUMPKIN CHANA, DUM ALOO, RASSE WALE ALOO, CHILLI POTATO, RAJMA, STUFFED CAPSICUM, ARBI, JEERA ALOO, GATTE KI SABZI, SEV TAMATAR, UNDHIYU, KURKURI BHINDI, MOOLI KI SABZI, KATHAL KI SABZI, LASANIYA SEV, TAMBDI BHAJI, APPLE GOURD(TINDE),</p> <p>RADISH CURRY, KATHAL, DILL LEAVES CURRY (ANY OTHER EQUIVALENT ITEM AS CHOSEN BY MMC)</p>
<b>LIST OF DAL</b>
<p>DAL MAKANI, DAL TADKA, DAL PANCHMAHAL, PALAK DAL, RAJMA MASALA, LASOONI DAL TADKA, DAL FRY, DAL PANCHRANGA, GONGURA DAL, MASOOR DAL, RIDGED GOURD DAL, CUCUMBER DAL, (GREEN)MOONG DAL, TOMATO DAL METHI DAL, URAD DAL, DAL DHOKLI, CHANNA DAL FRY, KAALI DAL, DALCHA, KADI PAKODA, RAJASTHANI DAL, GUJARATI DAL, MIX DAL, ARHAR DAL, LAUKI CHANA DAL (ANY OTHER EQUIVALENT ITEM AS CHOSEN BY MMC)</p>
<b>LIST OF PANEER/MUSHROOM/CHEESE ITEMS</b>

PANEER BUTTER MASALA, PANEER 65, PANEER KHURCHAN, PANEER BHURJI, MATARPANEER, PALAK PANEER, METHI MATAR MALAI PANEER, PANEER DO PYAZA, KAJU PANEER, CHILLI PANEER, PANEER TIKKA MASALA, PANEER LABABDAR, PANEER TOOFANI, PANEER ANGARA, TAWA PANEER, PANEER ANGOORI. KADHAI MUSHROOM, METHI MUSHROOM, MATAR MUSHROOM, MUSHROOM MASALA, MUSHROOM MANCHURIAN, BATANI CURRY, MUSHROOM FRY, DHINGRI DOLMA, MUSHROOM TIKKA MASALA, PALAK MUSHROOM, TAWA MUSHROOM, MUSHROOM MAKHANI.  
(ANY OTHER EQUIVALENT ITEM AS CHOSEN BY MMC)  
[INSTEAD OF PANEER CHEESE TO BE USED IN ABOVE MENTIONED RECIPES]

**LIST OF CHICKEN AND VEG /PANEER CURRY ITEMS**

GONGURA CHICKEN, ANDHRA CHICKEN CURRY, CHICKEN TIKKA MASASLA, BUTTER CHICKEN, CHETTINAID CHICKEN, CHICKEN MASALA, KADAI CHICKEN

BABY CORN MASALA, PANEER BUTTER MASALA, METHI CHAMAN, PANEER TIKKA MASALA, SHAHI PANEER, PALAK PANEER (ANY OTHER EQUIVALENT ITEM AS SUGGESTED BY MMC)

**LIST OF SWEETS**

GULAB JAMUN, CARROT HALWA, KALA JAMUN, BADUSHA, JALEBI, RASMALAI, RASGULLA, DOUBLE KA MEETA, KESARI, MADATHA KAJA, MILK BARFI, COCONUT BARFI, BOONDI RABDI, LADDU, KALAKAND, KULFI, KHEER, MISHTI DOI, LASSI, SANDESH (ANY OTHER EQUIVALENT ITEM AS CHOSEN BY MMC)

**LIST OF ICE CREAM FLAVOURS**

BUTTERSCOTCH, CHOCOLATE, GREEN PISTA, AMERICAN DRY FRUIT, CHOCO CHIPS, BLACK CURRENT, ANJEER BADAM (ANY OTHER EQUIVALENT FLAVOUR AS CHOSEN BY MMC)

**LIST OF FRESH CHUTNEYS**

TOMATO, RED CHILLI, ONION, LASAN, PUDINA, BRINJAL, RAW MANGO, CARROT, PAPAYA (ANY OTHER EQUIVALENT ITEMS AS CHOSEN BY MMC)

**LIST OF PICKLE FLAVORS**

GONGURA, CUT MANGO, AVAKAY MANGO, RED CHILLI, TOMATO, LEMON (ANY OTHER EQUIVALENT FLAVOUR AS CHOSEN BY MMC)

**4.2 EXTRA ITEMS ON PAID BASIS**

<b>BREAKFAST EXTRA ITEMS ON PAID BASIS</b>		
<b>S NO</b>	<b>ITEM (WITH REMARKS IF ANY)</b>	<b>QUANTITY</b>
1	EXTRA BOILED EGG	1 EGG
2	EGG (OMLETTE/ MASALA/ BURJI)	1 EGG

3	CORN FLAKES/OATS ETC.,	50 gm
4	DAHI VADA	1 PIECE (100 gm)
<ul style="list-style-type: none"> <li>(ANY OTHER ITEMS AS SUGGESTED BY MMC)</li> </ul>		

<b>LUNCH/DINNER EXTRA ITEMS ON PAID BASIS</b>		
<b>S NO</b>	<b>ITEM (WITH REMARKS IF ANY)</b>	<b>QUANTITY*</b>
1	GOBI DRY ITEM <ul style="list-style-type: none"> <li>GOBI 65, GOBI MANCHURIAN, GOBI PAKODA, CHILLI GOBI, ETC</li> </ul>	150 gm
2	PANEER DRY/CURRY ITEM <ul style="list-style-type: none"> <li>PANEER 65, PANEER MANCHURIAN, PANEER PAKODA, CHILLI PANEER, ETC</li> </ul>	100 gm
3	CHICKEN DRY/CURRY ITEM <ul style="list-style-type: none"> <li>CHICKEN 65, CHICKEN MANCHURIAN, GINGER CHICKEN, PEPPER CHICKEN, CHILLI CHICKEN, CHETTINAD CHICKEN, ETC</li> </ul>	150 gm
<ul style="list-style-type: none"> <li><b>QUANTITY</b> MEANS THE QUANTITY OF THE MAIN ITEM (E.G., PANEER, CHICKEN ETC) TO BE USED IN PREPARATION PER SERVING</li> <li>(ANY OTHER ITEMS AS SUGGESTED BY MMC)</li> </ul>		

<b>EVENING EXTRAS ITEMS ON PAID BASIS</b>		
<b>S NO</b>	<b>ITEM (WITH REMARKS IF ANY)</b>	<b>QUANTITY</b>
1	ONION POKODA WITH CHUTNEY/KETCHUP	100 GMS
2	BREAD POKODA WITH CHUTNEY/KETCHUP	100 GMS
3	VADA PAV (1 PIECE)/DABELI WITH CHUTNEY/KETCHUP	100 GMS
4	MAGGI MASALA WITH KETCHUP	100 GMS
5	ALOO SAMOSA WITH CHUTNEY/KETCHUP (1 PIECE)	100 GMS
6	ALOO TIKKI CHAAT (2 TIKKI 50 GRAMS PLUS 50 GRAMS ADDITIONAL ITEMS)	01 NO
7	KACHORI WITH CHUTNEY/KETCHUP	150 GMS
8	VEG CUTLET WITH CHUTNEY/KETCHUP	100 GMS
9	PANI POORI WITH ALOO-ONION MASALA	6 POORIS
10	DAHI BHALLE WITH CHUTNEY (2 PIECES)	100 GMS
<ul style="list-style-type: none"> <li>(ANY OTHER ITEMS AS SUGGESTED BY MMC)</li> </ul>		

#### 4.3 SPECIAL OCCASION MENU

<b>HIGH TEA</b>
<ul style="list-style-type: none"> <li>AS SUGGESTED BY MMC ON NEED BASIS</li> </ul>

<b>SPECIAL LUNCH/DINNER</b>		
<b>SL NO</b>	<b>ITEM (WITH REMARKS IF ANY)</b>	<b>QUANTITY</b>
1	SOUP <ul style="list-style-type: none"> <li>HOT AND SOUR/ SWEET CORN/ CLEAR/ TOMATO/CHICKEN MANCHOW/ ETC</li> <li>ONE VEG AND ONE NON-VEG TO BE AVAILABLE</li> </ul>	UNLIMITED
2	STARTERS – VEG AND NONVEG WITH KETCHUP/CHUTNEY/MAYONNAISE <ul style="list-style-type: none"> <li>HARA BHARA KABAB/ GOBI MANCHURIAN/ PANEERTIKKA/ CHILLI PANEER/ CHICKEN TIKKA/ CHICKEN MANCHURIAN/ CHILLI CHICKEN/ ETC</li> <li>ONE VEG AND ONE NON-VEG TO BE AVAILABLE</li> </ul>	UNLIMITED
3	ROTI <ul style="list-style-type: none"> <li>PLAIN TAWA ROTI / TANDOORI/ NAAN/ RUMALI/ ETC</li> </ul>	UNLIMITED
4	PANEER CURRY ITEM <ul style="list-style-type: none"> <li>PANEER BUTTER MASALA/ PALAK PANEER/ MATAR PANEER/ KADAI PANEER/ PANEER KOFTA MASALA/ ETC</li> </ul>	UNLIMITED
5	CHICKEN CURRY ITEM <ul style="list-style-type: none"> <li>BUTTER CHICKEN/ CHICKEN TIKKA MASALA/ CHICKENDO PYAAZA/ KADAI CHICKEN/ ETC</li> </ul>	UNLIMITED
6	PLAIN RICE	UNLIMITED
7	JEERA RICE/ VEG PULAO/ VEG BIRYANI	UNLIMITED
8	DAL (SEE LIST IN SECTION 4.2)	UNLIMITED
9	DRY ITEM (SEE LIST IN SECTION 4.2)	UNLIMITED
10	SAMBAR (SEE LIST IN SECTION 4.2)	UNLIMITED
11	RASAM (SEE LIST IN SECTION 4.2)	UNLIMITED
12	CURD (SEE LIST IN SECTION 4.2)	UNLIMITED
13	SALAD <ul style="list-style-type: none"> <li>MUST COMPRISE ANY 3 OF THE FOLLOWING: CUCUMBER, ONION, RADISH, TOMATO, BEETROOT, CARROT</li> </ul>	UNLIMITED
14	FRYUMS/ PAPAD	UNLIMITED
15	PICKLE	UNLIMITED



16	SALT AND SUGAR	UNLIMITED
17	SWEET (SEE TABLE)	1 OR 2 PIECES DEPENDING ON THE ITEM
18	ICE CREAM (2 SCOOPS)	150 ML

## 5. INGREDIENT BRANDS

The ingredients used must be of reputed brands from the list given below. In case of non-availability of the reputed brand, any other brand needs to be approved by the Mess Management Committee (MMC) of the Institute before use.

S NO	ITEM	BRAND
1	SALT	TATA, ANNAPURNA, EVEREST, ASHIRVAD
2	SPICES	TATA, MTR, EVEREST, AACHI
3	KETCHUP AND SAUCE	MAGGI, KISSAN, CHINGS
4	OIL	FREEDOM, GOLD WINNER, GOLD DROP, GODREJ, SAFFOLA, FORTUNE (USE OF HYDROGENATED OIL, SUCH AS VANASPATI, IS PROHIBITED)
5	PICKLE	MOTHER'S, PRIYA, SWASTHIK, SRI DURGA
6	ATTA / BESAN / MEDA / SUJI	ASHIRVAD, ANNAPURNA, PILLSBURY, SRILALITHA
7	DAAL/DALHAN	TATA, PATANJALI, HARVEST, TENALI, LALITHA
8	REGULAR RICE/POHA	LALITHA HMT
9	BASMATI RICE	INDIA GATE, DAWAT
10	CHICKEN	SUGUNA
11	PAPAD	ASHOKA, LIJJAT, BIKAJI
12	BUTTER/GHEE	AMUL, HERITAGE, JERSEY, MOTHER DAIRY
13	BREAD	DOSE, BRITANNIA, CAKEWALA
14	CORNFLAKES	KELLOGS
15	JAM	KISSAN, SUNFEAST, MAGGI
16	MILK	HERITAGE, AMUL, MOTHER DAIRY, JERSEY, TIRUMALA
17	PANEER	AMUL, HERITAGE, MILKY MIST
18	TEA	BROOK BOND, LIPTON, TATA
19	SUGAR	UTTAM, MADHUR, HARVEST
20	COFFEE	NESCAFE, BRU
21	ICE CREAM	ARUN, AMUL, KWALITY WALLS, SCOOPS

**IMPORTANT REMARKS:**

- GRADE-I QUALITY OF ALL PRODUCTS MENTIONED ABOVE SHOULD BE PROCURED.
- VEGETABLES AS WELL AS ANY OTHER PRODUCT NOT MENTIONED IN THE TABLE ABOVE THAT MAY BE PROCURED FROM LOCAL MARKETS/MANDI, SHOULD ALSO BE OF GRADE-I QUALITY.

## 6. MANPOWER DEPLOYMENT

The minimum number of Employees of different categories to be engaged by the Agency for every meal is given below:

STAFF CATEGORY	NUMBER OF STAFF TO BE EMPLOYED	PREFERABLE COLOR OF UNIFORM
MANAGER	1 PER MESS	WHITE
SUPERVISORS	2 PER MESS	WHITE
EXECUTIVE CHEF	1 PER MESS	WHITE
COOKS	1 FOR EVERY 100 STUDENTS	BROWN
COUNTER STAFF	4 PER MESS	MAROON
HELPERS	1 FOR EVERY 100 STUDENTS	PINK
CLEANER/WASHER	1 FOR EVERY 75 STUDENTS	BLUE
SAFAIWALA	2 PER MESS	BLUE
SERVERS FOR DRINKING WATER	2 PER MESS	BLUE

- A. It is mandatory for staff on duty to wear a uniform in the colour specified in the above table.
- B. The Mess Committee reserves the right to order additional staff if the services are inadequate. Details of staff employed by the Agency, under each category should be maintained in the standard format and should be available for inspection by Mess Committee. Servers must be available enough in number to serve the basic items like sambar, rasam, rice etc., at the serving counter. In addition, for the smooth running of mess, a feedback and complaint register should be made available at a prominent place in the Dining hall. Mobile phone numbers of the Mess Manager and Supervisors on duty should be displayed in the dining hall.
- C. Minimum of one chef is to be available at all times, he should be sufficiently qualified and trained with adequate experience at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing Indian food.
- D. All the personnel deployed by the Agency should have relevant professional qualifications and adequate experience in the related field as per the industry standards.
- E. The above deployment of manpower is indicative. This may be altered on any day as per the needs and requirements with the prior permission of MMC.
- F. **The Agency should engage a Manager, Supervisors, and Cooks with a relevant Degree/Diploma in catering from a recognized Institution with sufficient experience. Managers and Supervisors should be able to communicate in Telugu, Hindi, and English. (Penalty for not hiring qualified managers and staff will be levied as per the penalty clause in Section 9.19).**

**G. The Agency can operate the mess staff on a Break shift basis.**

## **7. BID SUBMISSION**

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and should be submitted ONLY through the same website. The bid will remain valid for 12 months from the date of opening of the financial bid as prescribed by IIT Tirupati. A bid valid for a shorter period shall be rejected, being non-responsive.

### **7.1 INSTRUCTION TO THE BIDDERS**

- A. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online Bidder Enrolment" on the CPP Portal. The registration is completely free of charge.
- B. Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognised by CCA India (e.g. Sify/TCS/nCode/eMudhra, etc.).
- C. Bidders are required 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.
- D. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others which may lead to misuse.
- E. The Bidders are required to login to the site through the secured login portal by entering their respective user ID/password and the password of the DSC.
- F. The CPP portal also has user manuals with detailed guidelines on enrolment and participation in the online bidding process. The user manuals can be downloaded for reference.
- G. Any queries related to the process of online bid submission or queries related to CPP Portal, in general, may be directed to the 24x7 CPP Portal Helpdesk. The Toll-Free contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

### **7.2 ONLINE BID SUBMISSION PROCEDURE**

**SET-1:** This set of documents should comprise the following files that are necessary for the technical evaluation of the bidding Agency:

- 1. **FILE-1:** Scanned copy of Annexure-1 (Statutory Documents) along with all the supporting documents as a single PDF file (name this file as **Annexure1.pdf**).
- 2. **FILE-2:** Scanned copy of Annexures-2 (Self Certification) along with supporting documents (if any) as a single PDF file (name this file as **Annexure2.pdf**).
- 3. **FILE-3:** Scanned copy of Annexures-3 (Work Order Details) along with supporting documents as a single PDF file (name this file as **Annexure3.pdf**).
- 4. **FILE-4:** Scanned copy of Annexures-4 (Annual Turnover Details) along with supporting documents as a single PDF file (name this file as **Annexure4.pdf**).
- 5. **FILE-5:** Scanned copy of Annexures-5 (Annual Profit Details) along with supporting documents as a single PDF file (name this file as **Annexure5.pdf**).

**SET-2:** This set should comprise the following files that are necessary for the financial evaluation of the bidding Agency:

- 6. **FILE-6:** Scanned copy of the Financial Bid as per Annexure-6 filled with all relevant information as a single PDF file (name this file as **Annexure6.pdf**).

### **7.3 BID OPENING**

- A. Technical Bids will be opened on the said date and time.
- B. Financial Bids of the eligible bidders will be opened on a later date. The date and time for the opening of Financial Bids will be announced later through CPP.

- C. Bids will be summarily rejected if the tenders are submitted other than through online mode within the stipulated date/time.

## 8. BID EVALUATION

A bidding Agency would be selected on the basis of ranking and evaluation of Technical and Financial Bids by a Committee constituted by MMC (which would also include members from the Students' Body). The Committee's decision would be final. The Committee will decide on the parameters to be used for determining the suitability and adequacy of the bids. The procedure for selection of a bidding Agency shall be based on a Quality and Cost Based Selection System adopted by the Committee. In particular, the process of selecting the successful bidding Agency comprises 4 stages as outlined below:

### 8.1 TECHNICAL BID EVALUATION

#### 8.1.1 STAGE – 1

Prequalification evaluation of the bidding Agencies, as per the clauses in Section 3 (i.e., Technical and Financial Criteria), will be carried out on the basis of the documents submitted by the bidding Agencies. Bidding Agencies that fail to satisfy any of the clauses in Section 3 will be duly rejected from further consideration. Qualified bidders will be assigned marks based on their technical experience as outlined in the table below:

S No	PARTICULAR	MARKS BREAKUP
1	FIRM'S EXISTENCE AS PER THE TENDER CLAUSE IN SECTION 3. F	EXACTLY 5 YEARS = 5 MARKS
		MORE THAN 5 YEARS BUT LESS THAN 7 YEARS = 7 MARKS
		MORE THAN 7 YEARS = 10 MARKS
2	NUMBER OF YEARS OF EXPERIENCE IN EDUCATIONAL INSTITUTIONS AS PER THE TENDER CLAUSE IN SECTION 3. F	EXACTLY 3 YEARS = 10 MARKS
		MORE THAN 3 YEARS BUT LESS THAN 7 YEARS = 15 MARKS
		MORE THAN 7 YEARS = 20 MARKS
3	NUMBER OF SIMILAR WORK ORDERS AS PER THE TENDER CLAUSE IN SECTION 3.E (ONE 80% WORK ORDER OR TWO 60% WORK ORDERS WILL BE COUNTED AS ONE)	ONE = 10 MARKS
		THREE = 15 MARKS
		FIVE OR MORE = 20 MARKS
4	TOTAL MARKS IN STAGE – 1 (M1)	MAXIMUM POSSIBLE MARKS = 50
<p><b>NOTE:</b> ONLY THE BIDDING AGENCIES WHO SECURE A MINIMUM OF 25 MARKS IN THIS STAGE WILL BE CONSIDERED ELIGIBLE FOR THE NEXT STAGE OF EVALUATION. THE DECISION OF THE EVALUATION COMMITTEE WILL BE FINAL IN THIS REGARD.</p>		

#### 8.1.2 STAGE – 2

This stage involves scrutinizing the quality of the bidding Agency based on the feedback received about the Agency from their current/previous customers. A total of 50 marks will be assigned in this stage by the Committee. The marks assigned will be based on (some or all of) the following means:

- a. The recommendation letters submitted by the Agency.
- b. Independent feedback collected by the Evaluation Committee after a rigorous discussion (via. physical visit and/or by online means) with the bidding Agencies' current/previous customers.
- c. Site visit to the bidder's existing work premises.

In particular, the feedback-based evaluation of the bidding Agency will be based on the following Quality of Service (QOS) attributes:

S NO	QOS ATTRIBUTE	Maximum Marks
1	FOOD TASTE AND SERVICE	10
2	CLEANLINESS AND HYGIENE	10
3	QUALITY CONTROL PRACTICES	10
4	MANPOWER QUALITY	10
5	GENERAL FEEDBACK BY THE DINER AND THE OFFICE BEARERS OF THE CLIENT	10
6	TOTAL MARKS IN STAGE – 2 (M2)	MAXIMUM POSSIBLE MARKS = 50

**NOTE:** ONLY THE BIDDING AGENCIES WHO SECURE A MINIMUM SCORE OF 25 MARKS IN THIS STAGE WILL BE CONSIDERED ELIGIBLE FOR THE NEXT STAGE OF EVALUATION. THE DECISION OF THE EVALUATION COMMITTEE WILL BE FINAL IN THIS REGARD.

### 8.1.3 TECHNICAL SCORE EVALUATION

At the end of STAGE – 2, the final marks M (out of 100) obtained by the qualified bidding Agencies is given by  $M = M1 + M2$ . Let  $M_{MAX}$  denote the maximum among the total marks of all qualified bidding Agencies. The Technical Score (TS) of each qualified bidding Agency is then given by:

$$\text{TECHNICAL SCORE (TS)} = \frac{(M \times 100)}{M_{MAX}}$$

The above process of Technical Score calculation is illustrated in the table below using an example scenario comprising three qualified bidding Agencies:

BIDDING AGENCY	FINAL MARKS (M)	MAX MARKS ( $M_{MAX}$ )	TECHNICAL SCORE (TS)
X	85	85	100
Y	83		97.64
Z	75		88.23

### 8.1.4 Minimum Reasonable Cost (MRC)

For evaluation of commercial bids, IIT Tirupati will ascertain a minimum reasonable cost (MRC) of providing catering service on a per head per day basis after evaluating the factor costs (i.e. costs on logistics, labour accommodation, raw materials, menu, documentation, statutory payments, payments on other contractual obligations, waste management etc.) involved in providing the services required at the mess using its own means. IIT Tirupati will form a Committee for obtaining Minimum Reasonable Cost. The Minimum Reasonable Cost obtained from the Committee will be opened and published before opening the Financial Bids. It must be noted that any prospective bidder quoting less than the Minimum Reasonable Cost will be rejected as an unreasonable quote (e.g. suppose if MRC is Rs 100/-. Bids acceptable should be Rs 100/- or more. Bids with Rs 99.99 or less are not acceptable).

Financial Bids of Technically qualified bidders only will be evaluated on the basis of lowest price offered amongst the qualified bidders. L-1 firm shall be decided on the basis of lowest rate offered for providing service above the estimated MRC. If the price quoted by the bidder is found below the MRC (Minimum Reasonable Cost), then the bid will be rejected as on unreasonable quote.

## 8.2 FINANCIAL BID EVALUATION

### 8.2.1 STAGE – 3

The financial bids of the qualified bidding Agencies (in Annexure-6) will be opened during this stage and the bids will be evaluated as follows; Given the rates quoted for various meals (e.g., breakfast, lunch, evening tea, dinner) in Annexure-6, the rate of the daily menu is calculated as follows:

$$\text{RATE OF DAILY MENU (RD)} = B + L + E + D$$

WHERE

- B = DAILY RATE QUOTED FOR BREAKFAST MENU,
- L = DAILY RATE QUOTED FOR LUNCH MENU,
- E = DAILY RATE QUOTED FOR EVENING TEA/COFFEE MENU,
- D = DAILY RATE QUOTED FOR DINNER MENU.

### 8.2.2 FINANCIAL SCORE EVALUATION

Let  $R_{\text{MIN}}$  denote the minimum among the set of R's of all qualified bidding Agencies. Then, the financial scores of the qualified bidding agencies are given by:

$$\text{FINANCIAL SCORE (FS)} = \frac{(R_{\text{MIN}} \times 100)}{R}$$

The above process of calculating the Financial Score (FS) is illustrated in the example below (the number for the different rates used in the example are just for illustration purposes; it may not reflect the actual rate under current circumstances)

BIDDING AGENCY	BREAKFAST (B)	LUNCH (L)	EVENING (E)	DINNER (D)	AVERAGE RATE OF DAILY MENU (RD)
X	30	50	8	55	143
Y	25	54	8	52	139
Z	32	48	10	45	135

BIDDING AGENCY	AVERAGE RATE OF DAILY MENU (RD)	MIN VALUE OF R ( $R_{\text{MIN}}$ )	FINANCIAL SCORE (FS)
X	143	135	94.40
Y	139		97.12
Z	135		100

### 8.2.3 COMBINED SCORE EVALUATION AND SUCCESSFUL BIDDER

At the end of STAGE – 4, using the Technical and Financial Scores the Combined Score of the qualified bidding Agencies are computed as:

$$\text{COMBINED SCORE (CS)} = (0.5 \times \text{TS}) + (0.5 \times \text{FS})$$

The bidding Agency with a maximum value of the Combined Score (CS) will be declared as the successful bidding Agency to whom the contract may be awarded. For instance, for the running example scenario we obtain:

BIDDING AGENCY	TECHNICAL SCORE (TS)	FINANCIAL SCORE (FS)	COMBINED SCORE (CS)	SUCCESSFUL BIDDING AGENCY
X	100	94.40	97.2	Y
Y	97.64	97.12	97.38	
Z	88.23	100	94.12	

The purpose of the four-stage selection process spelt out above is to get the services which combine the aspects of quality and price in an optimal fashion. During this entire process, the Institute however reserves the right to:

- A. Reject any or all the tenders without assigning any reasons whatsoever
- B. Not bind itself to accept the lowest or any tender
- C. Reject the bid if it is found that the bidder has under-quoted (price)
- D. Accept the whole or any part of the tender, and the tenderer is bound to perform the same at the rates quoted.

## 9. TERMS AND CONDITIONS

### 9.1 PAYMENT TERMS

- A. The Agency will collect the payment from the concerned offices/guests as advised from time to time by the Institute.
- B. Institute mandates a cashless transaction system. As such, the Agency should have the POS Machine setup, and/or digital payments, etc.
- C. In the case of students' compulsory dining in the student mess, the Institute will arrange to collect the mess deposit from the students in advance. The Agency will submit the monthly bill to the Institute to claim the monthly catering charges for the students' compulsory dining in the mess.

### 9.2 PERFORMANCE SECURITY DETAILS

- A. The successful bidder will have to deposit the performance security in the form of DD/TDR/FDR/Bank Guarantee of Rs. 12,00,000/- (Twelve Lakhs Only) valid for the contract period plus three months before the commencement of operations. No interest will be paid by IIT Tirupati on the deposit.
- B. The details of the bank account to which the security deposit has to be credited are given below:

BANK NAME	<b>STATE BANK OF INDIA</b>
BRANCH NAME	<b>YERPEDU BRANCH, TIRUPATI</b>
ACCOUNT HOLDER'S NAME	<b>INDIAN INSTITUTE OF TECHNOLOGY TIRUPATI - HOSTEL</b>
ACCOUNT NUMBER	<b>41375009579</b>
IFSC CODE	<b>SBIN0061587</b>

- C. Performance Security will be refunded to the Agency after it duly performs and completes the contract period in all respects.
- D. Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- E. In case, the firm fails to provide the required services within the specified period, the same services will be obtained from the open market and the difference in price, if any, will be recovered from Performance Security or from the pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- F. In case of non-receipt of the Security Deposit within the stipulated time, Security Deposit will be recovered from the bill submitted for the payment.



### **9.3 CONTRACT PERIOD**

- A. The contract will be initially for a period of two years from the date of issue of the order or commencement of the operation, whichever is later. Based on satisfactory performance, the contract may be extended for a maximum period of another one year on mutually agreed terms and conditions.
- B. IIT Tirupati can terminate the contract by giving three-month notice in case the services are not found satisfactory.
- C. The successful Bidder shall be required to execute a contract agreement with IIT Tirupati.
- D. IIT Tirupati reserves the right to amend the terms and conditions of the contract through mutual discussions and the same shall be in writing. The amended terms and conditions will form part of the agreement.
- E. Notwithstanding anything stated in the Tender document, IIT Tirupati reserves the right to assess the bidder's capability and capacity to execute the contract (should the circumstances warrant such assessment in the overall interest of IIT Tirupati) and the decision of IIT Tirupati in this regard shall be final and binding.

### **9.4 ELECTRICITY, WATER AND OTHER FACILITIES**

- A. IIT Tirupati shall provide the Agency electricity, water and other facilities on a chargeable basis. Water charges are Rs 10/- per month per student. Electricity charges will be 02 units per student @ Rs. 9/- per unit to be recovered from the monthly bill. The lump sum charges may be periodically modified based on an assessment by the concerned officer of IIT Tirupati. In addition, the following area, equipment and services will be provided for activities in accordance with the contract:
  - Kitchen area
  - Kitchen and service equipment as installed in the kitchen
  - Intercom telephone facility
  - Telephone usage (local and STD calls) will be on chargeable basis as decided by the Institute from time to time.
- B. The Agency should be solely responsible for the arrangements of gas refills, and their safety and supply of milk from their own resources. Fuel for cooking should be commercial LPG only, which is the sole responsibility of the Agency.
- C. The Agency will arrange for any additional facilities, utilities, equipment, plates, serving items, and inputs required for the preparation and service of various items of food.
- D. The Agency shall be responsible for ensuring proper utilization of the facilities, equipment, furniture, and utilities provided by IIT Tirupati without any misuse or excessive. Further, keep the kitchen and surrounding area absolutely tidy and free from any damages. For any loss or damages to the premises, fittings, fixtures, and equipment, recovery at market rates would be effected from the Agency's bill and the material/item repaired or replaced at its cost.
- E. Notwithstanding anything elsewhere provided herein, the Agency may be penalized if the Agency does not rectify any defect in the maintenance, upkeep, hygiene, and cleanliness of the kitchen and/or equipment to a state satisfactory to MMC within 30 days of notice in writing.
- F. The Agency will be responsible for any major or minor repairs and will arrange for regular maintenance of the equipment provided by the Institute at the Agency's cost.

### **9.5 CONDITIONS OF WORK**

- A. The catering staff has to get trained from the culinary institute located nearby the IIT Tirupati for at least 10 days. The charges for training to the catering staff should borne by the caterer.
- B. Efficiency, promptness, quality of food, quality service, good behavior, and politeness of the Agency and its staff are the essence of the contract. The Agency is required to supervise the operations at all working hours and its manager or supervisor shall personally supervise operations in the kitchen and dining area.
- C. Work shall be carried out by the Agency as per the conditions of the contract.
- D. The Agency shall engage fully trained and reasonably experienced staff and arrange to provide refresher training course for them as and when required and as per the direction of MMC.
- E. The Agency will require submitting of medical report and police verification of the newly joined employees within 10 days of their joining.
- F. General Hygiene and Sanitation requirements for the kitchen and Mess staff of the Agency are as below:
1. All the catering staff should be medically fit. They should be free from any infectious diseases. The Agency shall get its employees medically examined once in every three months and obtain fitness certificates as directed by the Medical Officer of the Institute. They should also be administered inoculation against an enteric group of diseases as per vaccine schedule as and when required.
  2. Staff will report for duty in uniform as per the duty roster.
  3. Staff of the Agency will strictly follow the instructions given to them while using the kitchen equipment and machines.
  4. Hot and cold running water should be available. The proper temperature should be maintained for the Deep freezer.
  5. All equipment and tables are to remain clean always. Standard operating procedures may be followed for proper maintenance of the equipment in the kitchen and dining hall.
  6. All kitchen accessories should be washed every day with human grade detergent only.
  7. Dustbins should be periodically emptied and kept covered.
  8. Garbage room to be kept closed.
  9. All walls, ceilings, light fixtures, counter taps and other surface must be free from dust and be in good condition.
  10. No Left-over food should be kept for serving.
  11. All kitchen drains should be clean and kept covered.
  12. All cooked and semi-cooked food should be stored properly.
  13. The samples of all the served food must be stored for 24 hrs
- G. Grooming Standards for the Agency's Staff are as follows:
1. Hair: Close out, Combed.
  2. Masks: Properly covering nose and mouth should be followed.
  3. Uniform: Clean & ironed, Complete in all respect shoe & socks. Shoes polished. Wear aprons, gloves, headgear, masks, etc. as necessary.
  4. Nails: Manicured.
  5. Shave: Close Shave, Moustache & Beard properly trimmed.
  6. Hygiene: No body odour and bad breath.
  7. Physical appearance should not be sloppy.
  8. Those with open wounds or burns should not come in contact with food preparation & serving.
- H. Entry into IIT Tirupati by Agency's personnel will be subject to the issue of gate passes to such personnel for the purpose. Gate passes shall be for a fixed period and shall be issued at the joint request of the Agency and the personnel of the Agency with respect to whom gate passes are sought, in the format prescribed by IIT Tirupati in this behalf to be jointly signed by the Agency and the concerned personnel.
- I. Issue of gate passes shall be subject to the approval of the Officer-in-charge and such approval shall be subject to the Agency furnishing to the officer-in-charge, copy of letter of appointment

issued by the Agency to each person with respect to whom the gate passes is sought, signed in acceptance by the persons to whom the letter of appointment is given.

- J. The gate pass may be withdrawn without assigning any reason.
- K. The gate passes issued to the Agency's personnel shall not ordinarily exceed the number which will be communicated to it by MMC from time to time except to meet emergent, casual or temporary requirements.
- L. The Agency's personnel shall not indulge in entertaining their guests/outside in the IIT Tirupati premise, and shall not loiter in the IIT Tirupati premises and shall not normally move out of their specified area of operation. The Agency's personnel shall not indulge in smoking, consumption of alcohol and other banned substances.
- M. The Agency shall get the menu approved by the MMC. The MMC may make any subsequent change in the menu in consultation with the Students, and the Agency.
- N. The Agency shall make necessary arrangements for regular and prompt collection and disposal of waste generated in the kitchen on a day-to-day basis.
- O. Polythene bags/plastic cups shall not be used in the IIT Tirupati premises. Plastic containers/polyethene pouches in which any milk products or eatables are generally sold should be disposed of as quickly as possible.
- P. When circumstances warrant, Agency should cater for a greater number of students even at short notice. Similarly, fluctuations in strength during vacation periods should be accommodated, for which the Agency should keep in close liaison with MMC and prepare food accordingly.
- Q. Eating plates, serving/ cooking utensils have to be washed every time after use and the eating plates and spoons have to be sterilized after every meal. Cooking vessels, serving accessories etc., has to be sterilized every week. The dining hall and kitchen has to be disinfected every month by the Agency.
- R. Feedback from the mess users will be taken periodically to assess the quality of food and services. Based on the feedback of the mess users, menu will be revised.

## **9.6 INTIMATION TO AGENCY**

MMC shall inform the Agency about its requirements regarding catering of guests at least one day in advance for planned courses and in urgent and exceptional cases 6 hours in advance. All intimation [written/verbal] will be given to the Agency or its representatives. Depending upon the room occupancy for a particular program, the Agency may modify its activities accordingly.

## **9.7 PERIOD OF CONTRACT AND COST ESCALATION CLAUSE**

- A. The period of contract will be two years with a built-in scheme for review of the performance at the end of each year along with a provision for annual price escalation on mutually agreed terms to absorb the increase in the input costs. However, the rates quoted shall remain firm during the two years of the contract. The contract may be extended by another one year by mutual consent.
- B. The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Agency will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same in preference to anyone else.
- C. Notwithstanding anything contained in other clauses of the Tender document, the contract will be automatically terminated if and to the extent that the continuation of the contract or any part thereof become illegal or legally void/untenable for any cause.

- D. Upon the termination of the contract (except termination due to illegality) the Institute shall be entitled, at the risk and cost of the Agency, to arrange for the meals and/or carry on the room services for the balance period of the contract as contemplated in the scope of the work through an independent Agency or Agencies and to adjust any differential amount thus incurred (in addition to any other amounts, compensation and damage that the Institute is entitled to in terms of the contract or otherwise) from the Performance Bank Guarantee or any other amounts due or becoming due to the Agency.

## **9.8 TAXES, LABOUR LAWS AND OTHER REGULATIONS**

- A. The Agency shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- B. The Agency will be exclusively responsible to meet and comply with all legal requirements with respect to the food items prepared and sold by them to IIT Tirupati, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to the preparation, storage and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, and weights and Measures Act and all rules, regulations and orders framed there under.
- C. The Agency is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything was done or services rendered pursuant thereto.
- D. The Agency shall fully comply with all applicable laws, and regulations relating to Employees Provident Fund and Miscellaneous Act (EPF), Employees State Insurance Act (ESI), Bonus Act, Minimum Wages Act, Workmen's Compensation Act, Contract Labour (Regulation and Abolition) Act (CLRA), Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental Agency or authority.
- E. The Agency shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/ obligations. The Agency shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing EPF and ESI contributions, with the authorities concerned.
- F. The Agency shall be responsible and liable for all the claims of its employees.
- G. The Agency shall obtain the license under the Contract Labour and Regulation Act (CLRA) from the Office of the Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill is cleared only on the submission of the said license. The Agency would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc., as required under CLRA, for inspection by visiting Labour Enforcement Officers.
- H. The Agency shall obtain an adequate insurance policy in respect of its workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work and submit a copy to MMC within 30 days.
- I. The Agency shall produce FSSAI certificate within one month from the date of commencement of the services.
- J. The Executive chefs should have completed Food Safety Training and Certification (FoSTaC) from FSSAI and must submit a photo copy of the same before starting of the services.
- K. The Agency has to submit all the relevant documents related to monthly statutory deductions/payments of the staff working in the mess under this contract.

## **9.9 MISCONDUCT**

The Agency shall keep the Institute indemnified from and against all personal and third-party misconduct claims whatsoever arising out of any commission or omission by the Agency or its employees, or representative as the case may be.

## **9.10 INSPECTION AND TESTING BY THE INSTITUTE**

- A. MMC shall be entitled to inspect and/or test by itself or through any of its representatives or an independent Agency, premises of the Agency and materials stored therein for use pursuant to the contract and/or any ingredient to be used in the preparation of food intended for provision or sale pursuant to the contract.
- B. If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of MMC or its authorized representatives shall be final) the Agency shall not use such material, and shall keep MMC indemnified from and against any claim of infection, poisoning or illness arising from any bad, stale or defective food or material provided by the Agency.

## **9.11 INTERPRETATION**

All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the sub-divisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.

## **9.12 VACATION OF PREMISES**

The Agency shall give vacant possession of the facilities/premises made available to the Agency by IIT Tirupati and return all furniture, fixture, equipment and other items made available by IIT Tirupati in good condition after the contractual period is over or if the contract is earlier terminated. Handing over of the vacant possession of the premises and equipment etc, shall be affected within 5 days of the completion of the period of contract or termination of the contract. If the Agency fails to do so, the Institute shall be free to take possession of the premises by opening the lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the Agency's bill(s) or Performance Bank Guarantee, any item found to be missing at the replacement cost of the material/equipment, furniture etc., given to the Agency by the institute.

## **9.13 ASSIGNMENT AND SUB-CONTRACTING**

The Agency shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In the case of any unavoidable circumstances, the Agency shall be able to do it with the approval of MMC. However, the job shall be sublet only to the party approved by MMC.

## **9.14 REJECTION OF TENDER**

The Institute reserves the right to reject any or all the Tenders relating to the work under this Tender Document without assigning any reason whatsoever.

## **9.15 QUANTUM OF WORK**

The scope of work given is approximate only and may vary in the actual course of execution. The Agency is, therefore, advised to quote very carefully. No claim for the compensation from the Agency shall be entertained due to any variation in quantities (irrespective of the quantum of variation) of the various items of food or deletion of any item(s) of food. The rates shall be firm during the two years of the contract.

## **9.16 SERVICES FOR SPECIAL OCCASIONS**

- A. If at any time during the existence of the contract MMC desires to utilise the services of the Agency for any special occasion or otherwise, the Agency will arrange the same at the rates to

be mutually agreed upon (provided the items are outside the rates of the items already included in the Tender).

- B. Similarly, in case MMC desires to include any new items in the contract for food the same will be negotiated with the Agency.

### 9.17 EXIT CLAUSE

The contract can be terminated by giving three-month notice period by MMC and three-month notice by the Agency.

### 9.18 FORCE MAJEURE

The Agency shall not be entitled to claim any compensation from the Institute for the loss suffered by him on account of delay by the Institute in the supply of useable water, electricity etc, where such delay is covered by difficulties relating to the supply of wagons, force majeure including non-allotment of such materials by controlling authorities, acts of god, acts of enemies of the state/country or any reasonable cause beyond the control of the Institute.

### 9.19 PENALTY CLAUSE

- A. Any member designated by MMC or any authorised person can inspect the mess, kitchen or any process without any prior notice to the Agency.
- B. In the case of any discrepancy (in terms of palatability of food or hygiene) or any case of negligence, the appropriate punitive action shall be taken.
- C. Penalties would be levied for:
1. Partially cooked food.
  2. Foreign particles found in food.
  3. Using sub-standard raw materials.
  4. Unhygienic cooking and food waste handling conditions.
  5. Not providing food.
  6. Non-deployment of sufficient qualified manpower.
- D. Penalties will be calculated as given in the table below, where

$$P = 0.1*(DAILY RATE) *(NUMBER OF STUDENTS REGISTERED FOR MESS)$$

SL NO	VIOLATION	PENALTY (FIRST INSTANCE)	PENALTY FOR N-TH REPETITION
1	Presence of unwanted/ unhygienic/ harmful items in food, e.g., blade, glass, metal, wires, nails plastic pieces, hair, non-veg items in veg food, etc.	P	1.5*N*P
2	Presence of insects, flies, cockroaches, etc., in cooked food <ul style="list-style-type: none"> <li>• Live</li> <li>• Dead</li> </ul>	<ul style="list-style-type: none"> <li>• 3*P</li> <li>• 5*P</li> </ul>	<ul style="list-style-type: none"> <li>• 3*N*P</li> <li>• 5*N*P</li> </ul>
3	Usage of spoiled/stale food ingredients, e.g., rotten vegetables, infected grains, expired items, food not cooked properly etc.	P	1.5*N*P
4	Unclean cutlery/ sterilization process not followed	0.5*P	0.6*N*P

5	Usage of brands/items that do not comply with the brands mentioned in the tender document or without prior approval of MMC	0.5*P	0.6*N*P
6	Reuse of heated oil	0.5*P	0.6*N*P
7	Diluted milk (less than 3% fat)	0.4*P	0.5*N*P
8	Usage of synthetic colour, MSG, or any other banned substance in food, or if found in storage room	P	1.5*N*P
9	Noncompliance with workers dress code	0.1*P	0.15*N*P
10	Noncompliance with the rule about overnight stay of mess staff in the mess	0.4*P	0.15*N*P
11	Poor maintenance/tampering of the drainage System	0.4*P	0.5*N*P
12	Mess personnel found violating hygiene standards for instance, e.g., non-usage of gloves and caps etc.	0.2*P	0.3*P
13	Misbehaviour of mess personnel with the diners/institute authorities/guests	Depends on the case; penalty will be decided by MMC after hearing the case	
14	Delay in serving food	0.4*P	0.5*N*P
15	Shortage of food	0.5*P	0.6*N*P
16	Change of menu without prior approval of the MMC	0.2*P	0.3*N*P
17	Violations regarding waste disposal, e.g., littering, non-segregation of waste, etc.	0.5*P	0.6*N*P
18	Inadequate man-power during a month (for every shortage in man-power in any section)	2P*No. of shortfall man-power	N*2P*No. of shortfall man-power
19	Non-deployment of a qualified/experienced manager during a month	5*P	5*N*P

E. In addition to the above, feedback will be collected from the registered students every month to evaluate the performance of the Agency. The model feedback form is given below:

<b>MODEL FEEDBACK FORM FOR EVALUATION</b>						
<b>SL NO</b>	<b>DESCRIPTION</b>	<b>VERY GOOD (4 POINTS)</b>	<b>GOOD (3 POINTS)</b>	<b>AVERAGE (2 POINTS)</b>	<b>POOR (1 POINTS)</b>	<b>VERY POOR (0 POINT)</b>
1	QUALITY OF FOOD					
2	QUANTITY OF FOOD					
3	CLEANLINESS, HYGIENE, AND WASTE DISPOSAL					
4	CATERING SERVICE AND PUNCTUALITY					

5	OVERALL RECOMMENDATION					
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The Agency is expected to receive a mean rating of more than 2 (i.e., above-average performance) in the OVERALL RECOMMENDATION category (i.e., SL NO. 5) every month. A mean rating of less than 2 in the OVERALL RECOMMENDATION category will attract a penalty as follows (provided a minimum of 50% of students have submitted their feedback for the respective evaluation month):

SL NO	MEAN RATING	PERCENTAGE DEDUCTION FROM MONTHLY BILL
1	MORE THAN 2	NIL
2	1.5 TO 2	1 %
3	0.5 TO 1.5	2 %
4	LESS THAN 0.5	4 %

The ratings received in the other categories (SL NO. 1 TO 4) should be considered as a feedback for the Agency to appropriately improve their performance in the subsequent month. In general, the Agency is expected to receive a mean rating of more than 2 in each of the other categories as well. Less than 0.5 in any of the other categories (SL NO. 1 TO 4) or 0.5 to 2 in any category twice in a row will attract additional penalty of Rs. 10,000/- and/or termination of contract. The final decision on the feedback evaluation points will be carried out by MMC.

#### 9.20 OTHER CONDITIONS

- A. In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- B. IIT Tirupati reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.
- C. IIT Tirupati reserves the right to relax/amend/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- D. Conditional tenders shall not be considered.
- E. IIT Tirupati reserves the right to modify/change/delete/add any further terms and conditions prior to issue of the work order.
- F. IIT Tirupati may issue a corrigendum to tender documents before the due date of Submission of the bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIT Tirupati. The bidder is not supposed to incorporate the amendment in the body of the tender document.

#### 9.21 WORK AT RISK AND COST

The Institute reserves the right to get the whole or part of the work executed by some other Agency at the risk and cost of the Agency if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.

#### 9.22 INSURANCE

The successful bidder (Agency) shall take third party insurance to cover any accident or accidents of nature, for an amount AS REQUIRED FOR this type of work against damage /loss/ injury to property or person(s) or loss of life during the complete period of the contract. A copy of insurance policy has to be submitted by the Agency to the concerned authority of the Institute before starting date of the work as specified in the work order/letter of intent. In case the Agency fails to take the insurance policy, the Institute would arrange for the same at the cost of the Agency, alternatively, the institute may stop payments of bills to the Agency till insurance is arranged by the Agency or terminates the contract at the risk and cost of the Agency.



### **9.23 INDEMNITY**

The Agency shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person(s) or property. The Agency shall abide by and observe all statutory laws and regulations in the matters related to Labour Laws, Factories Act, Explosives Act, Workmen compensation Act, GST, Royalty, Excise duty, Octroi, Works contract etc., and shall keep the institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law/regulations or Bylaws. **The Agency shall not employ child labour.** Payment to the workers must be according to the Minimum Wages Act and the salaries must be paid to the staff into their bank accounts on or before 07<sup>th</sup> day of every month and a copy of the salary statement must be submitted to the concerned office.

### **9.24 COMPLIANCE WITH THE INSTITUTE RULES AND REGULATIONS**

The Agency shall comply with all norms stipulated by MMC such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline and Decency at and around the work site, Safety Precautions and Safety Regulations.

### **9.25 ARBITRATION**

In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator appointed by the Director, Indian Institute of Technology Tirupati, and the decision of the Arbitration will be binding on both parties of this agreement.

### **9.26 JURISDICTION**

It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Tirupati alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Tirupati.

### **9.27 AUTHORIZATION**

The Agency shall submit to MMC the names, designation and specimen signatures of the persons authorised by them to draw material, sign joint measurements, bills, receive payments, receive instructions/notices etc, on behalf of the Agency.

### **9.28 ACCESS TO SITE**

The Agency shall allow unhindered access to MMC or any other party or person engaged by MMC to work at the same site and /or to check/ regulate/ watch/ guard/ measure/ inspect, solely or jointly with the Agency.

### **9.29 SAFETY AND SECURITY**

Agency shall abide by the safety code provisions as per safety code framed from time to time by the Government.

## ANNEXURE – 1

### STATUTORY DOCUMENTS (TO BE PROVIDED ON THE LETTERHEAD OF THE AGENCY)

Name of the Party		
Date of Incorporation / Establishment		
PAN Number		
Sales / Service Tax Registration Number		
Registered Office Address		
Documents as per Section 3. B		
Documents as per Section 3.C		
Authorised Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	
Remarks: Valid supporting documents are to be attached along with this Annexure.		

**Signature with Seal of the Bidder:**

**Name in Block Letter:**

**Designation:**

**Contact no.**

**Date:**

**Full Address:**

## **ANNEXURE – 2**

### **CERTIFICATE (TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)**

To

**The Dean of Student Affairs**

Hostel and Mess Establishment (HOME)

Indian Institute of Technology Tirupati

Yerpedu – Venkatagiri Road, Yerpedu Post

Chittoor District, A. P. – 517619

Tender No. \_\_\_\_\_

Dated \_\_\_\_\_

(Notice Inviting Tender for Catering Services at IIT Tirupati Campus for Two Years)

1. I/We hereby submit our tender for Catering Services at IIT Tirupati Campus for Two Years along with other required documents.
2. I/We hereby reconfirm and declare that I/We have carefully read, understood and complying the above referred tender document including instructions, terms and conditions, scope of work, schedule of quantities and all the contents stated therein. I/We also confirm that the rates quoted by me/us are inclusive of all taxes, duties etc., applicable as on date.
3. I/We have gone through all terms and conditions of the tender document before submitting the same.
4. I/We hereby certify that the above firm is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered/pending against the firm or its owner/partners anywhere in India.
5. I/We also certify that the above information is true and correct in every respect and in any case, at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

**Signature with Seal of the Bidder:**

**Name in Block Letter:**

**Designation:**

**Contact no.**

**Date:**

**Full Address:**



**ANNEXURE – 3**

**WORK ORDER DETAILS  
(TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)**

<b>S. No.</b>	<b>Evaluation Criteria</b>	<b>Name of the Client</b>	<b>Order No. and Date</b>	<b>Amount of the work order (INR)</b>	<b>Number of Diners</b>	<b>Remark</b>
1	List of Work Orders where similar type of Work(s) executed by the Agency during last <b>4 years</b> as on the date of publication of this tender					
2	At least one similar work of a minimum 80% of the estimated volume (INR) and at least 80% of the number of diners (OR) Two similar completed works of at least 60% of the estimated volume (INR) and at least 60% of the number of diners	1. 2. 3.				Valid supporting documents are to be attached along with this Annexure.  Satisfactory performance certificate as per Section 3.F should also be attached with this annexure

**Signature with Seal of the Bidder:**

**Name in Block Letter:**

**Designation:**

**Contact no.**

**Full Address:**

**Date:**

**ANNEXURE – 4**

**ANNUAL TURNOVER DETAILS  
(TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)**

Evaluation Criteria		Remarks
Bidder's Annual Turnover for last four financial years from similar catering services.	Financial Year	Turnover in Rs.
	2021-22	
	2020-21	
	2019-20	
	2018-19	
		Valid supporting Documents are to be attached along with this Annexure.

**Signature with Seal of the Bidder:**

**Name in Block Letter:**

**Designation:**

**Contact no.**

**Date:**

**Full Address:**

**ANNEXURE – 5**

**ANNUAL PROFIT DETAILS  
(TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)**

<i>Evaluation Criteria</i>			<i>Remark</i>
Bidder's Annual Profit for last Four financial years	Financial Year	Profit as per Books of Accounts	-
	2021-22		Valid supporting Documents are to be attached along with this Annexure.
	2020-21		
	2019-20		
	2018-19		

**Signature with Seal of the Bidder:**

**Name in Block Letter:**

**Designation:**

**Contact no.**

**Full Address:**

**Date:**

## ANNEXURE – 6

### FINANCIAL BID (TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY)

**(BIDDERS HAVE TO QUOTE THEIR PRICES ONLY IN EXCEL BOQ, NOT TO BE QUOTED HERE. THIS IS ONLY FOR REFERENCE PURPOSE FOR UNDERSTANDING)**

To  
**The Dean of Student Affairs**  
Hostel and Mess Establishment (HOME)  
Indian Institute of Technology Tirupati  
Yerpedu – Venkatagiri Road, Yerpedu Post  
Chittoor District, A. P. – 517619

Dear Sir

**Subject:** Selection of Catering Agency for hostel dining facility

In response to your advertisement for “**Providing catering services at IIT Tirupati**” we submit herewith our Financial bid.

QUOTE FOR DAILY MENU (SEE SECTION 4.1)		
S NO	SERVICE	RATE IN INR (PER STUDENT PER MEAL INCLUDING TAX OF 5%)
1	BREAKFAST (B)	
2	LUNCH (L)	
4	EVENING TEA/COFFEE (E)	
5	DINNER (D)	

QUOTE FOR BREAKFAST EXTRAS (SEE SECTION 4.2)			
S NO	ITEM	QUANTITY	RATE IN INR (PER ITEM INCLUDING TAX OF 5%)
1	EXTRA BOILED EGG	1 EGG	
2	EGG (OMLETTE/ MASALA/ BURJI)	1 EGG	
3	CORN FLAKES/OATS ETC.,	50 gm	
4	DAHI VADA	1 PIECE (100 GM)	



<b>QUOTE FOR LUNCH/DINNER EXTRAS (SEE SECTION 4.2)</b>			
<b>S NO</b>	<b>ITEM</b>	<b>QUANTITY</b>	<b>RATE IN INR (PER ITEM INCLUDING TAX OF 5%)</b>
1	GOBI DRY ITEM (DE1)	150 GMS	
2	PANEER DRY/CURRY ITEM (DE2)	100 GMS	
3	CHICKEN DRY/CURRY ITEM (DE3)	150 GMS	
<ul style="list-style-type: none"> <li>• QUANTITY MEANS THE QUANTITY OF MAIN ITEM (E.G., PANEER, CHICKEN, FISH, ETC) TO BE USED IN PREPARATION PER SERVING</li> </ul>			

<b>QUOTE FOR EVENING EXTRAS (SEE SECTION 4.2)</b>			
<b>S NO</b>	<b>ITEM (WITH REMARKS IF ANY)</b>	<b>QUANTITY</b>	<b>RATE IN INR (PER ITEM INCLUDING TAX OF 5%)</b>
1	ONION POKODA WITH CHUTNEY/KETCHUP	100 GMS	
2	BREAD POKODA WITH CHUTNEY/KETCHUP	100 GMS	
3	VADA PAV (1 PIECE)/DABELI WITH CHUTNEY/KETCHUP	100 GMS	
4	MAGGI MASALA WITH KETCHUP	100 GMS	
5	ALOO SAMOSA WITH CHUTNEY/KETCHUP (1 PIECE)	100 GMS	
6	ALOO TIKKI CHAAT (2 TIKKI 50 GRAMS PLUS 50 GRAMS ADDITIONAL ITEMS)	01 NO	
7	KACHORI WITH CHUTNEY/KETCHUP	150 GMS	
8	VEG CUTLET WITH CHUTNEY/KETCHUP	100 GMS	
9	PANI POORI WITH ALOO-ONION MASALA	6 POORIS	
10	DAHI BHALLE WITH CHUTNEY (2 PIECES)	100 GMS	

<b>QUOTE FOR SPECIAL OCCASION MENU (SEE SECTION 4.3)</b>		
1	<b>SPECIAL LUNCH/DINNER (SEE SECTION 4.3 FOR COMPLETE MENU)</b>	

**NOTE: Only daily menu will be considered for financial evaluation.**

The above rates are worked out based on the average number of students. These rates are applicable for whole contract period mentioned in the document. We also accept to cater to any minor modifications in the menu as requested by the students and approved by the Mess Management Committee (MMC) without any additional cost. We hereby agree to abide by the decision of the Mess Management Committee and the terms and conditions mentioned in the schedules. We also agree to attend MMC meetings without fail and implement the decisions taken by MMC in strict compliance. We have enclosed the duly signed copy of all the Annexures with the required documents. We hereby certify that the above rates are inclusive of service tax and any other Central/State Govt. taxes.

Yours Sincerely

**Signature with Seal of the Bidder:**

**Name in Block Letter:**

**Designation:**

**Contact no.**

**Full Address:**

**Date:**

## CHECKLIST

SL NO	DOCUMENT DESCRIPTION	ANNEXURE TO WHICH THE DOCUMENT SHOULD TO BE ATTACHED	ATTACHED (Y/N)
1	DULY FILLED AND SIGNED COPY OF ANNEXURE-1	-----	
2	DATE OF INCORPORATION/ESTABLISHMENT	ANNEXURE-1	
3	PAN CARD DETAILS	ANNEXURE-1	
4	GST REGISTRATION DETAILS	ANNEXURE-1	
5	REGISTERED OFFICE ADDRESS	ANNEXURE-1	
6	DOCUMENTS AS PER SECTION 3.B (LABOUR LICENSE, MUNICIPAL FOOD LICENSE, EPF AND ESIC FOR THEIR EXISTING BUSINESSES)	ANNEXURE-1	
7	DOCUMENTS AS PER SECTION 3.C (ISO 9001-2008 CERTIFICATION, ISO-22000:2005 CERTIFICATION)	ANNEXURE-1	
8	DULY FILLED AND SIGNED COPY OF ANNEXURE-2	-----	
9	DULY FILLED AND SIGNED COPY OF ANNEXURE-3	-----	
10	DETAILS OF PREVIOUS WORK ORDERS AS PER SECTION 3. E	ANNEXURE-3	
11	SATISFACTORY PERFORMANCE CERTIFICATES AS PER SECTION 3. F	ANNEXURE-3	
12	DULY FILLED AND SIGNED COPY OF ANNEXURE-4	-----	
13	ANNUAL TURNOVER DETAILS AS PER SECTION 3.G	ANNEXURE-4	
14	DULY FILLED AND SIGNED COPY OF ANNEXURE-5	-----	
15	ANNUAL PROFIT DETAILS AS PER SECTION 3.H	ANNEXURE-5	
16	FINANCIAL BID AS PER ANNEXURE-6	-----	

### **Tender Fee and Bid Security Exemption:**

#### **(i) Micro and Small Enterprises (MSEs):**

Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) **for goods produced and services rendered**, are exempted from Tender fee and Bid Security. However, they have to enclose **valid self-attested registration certificate(s)** along with the tender to this effect.

Accordingly, MSEs shall be required to submit valid **Udyam Registration Certificate** for availing benefit under MSE Procurement Policy.

**The benefit as above to MSEs shall be available only for Goods produced and services rendered by MSEs. However, traders are excluded from the purview of MSE Procurement Policy.**

#### **(ii) Startup(s):**

Startup(s) as recognized by **Department for Promotion of Industry and Internal Trade (DPIIT)**, Govt. of India, are exempted from Tender fee and Bid Security. However, they have to enclose **valid self-attested registration certificate(s)** along with the tender to this effect.

**Eligible MSE and startup bidders who seeks exemption from Tender fee/Bid Security as per clause no. (c) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.**