

TENDER DOCUMENT



भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad

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NOTICE INVITING TENDERS

Providing Mess Services for students, faculty, staff, and guests in the Hostel Mess – UDH and LDH and Guest Houses at the permanent campus of IIT Hyderabad

(Open Tender)

F.NO.IITH/103/ADMIN/ MESS/2020

Dated 01/05/2020

The Director, IIT Hyderabad (IITH) proposes to select TWO caterers for Upper-deck Dining Hall (UDH) and Lower-deck Dining Hall (LDH) each with a guaranteed 900 resident students (during the regular semester) and for an approximate total of 2200 resident students, conforming to the specifications given in the annexed schedules. The Institute functions from its permanent campus at Kandi, and both UDH and LDH are located within the Institute Mess in the permanent campus. The tender document can be downloaded from <https://iith.ac.in/tenders> and from the CPP Portal as well at <https://eprocure.gov.in/epublish/app>.

The tenders should be submitted under the two-bid system, i.e., Technical bid and Financial bid, in separate sealed envelopes as instructed below. Due to the prevailing travel restrictions, the bidders are requested to submit both the hard and soft copies of their bid. The duly signed tender documents (with Technical and Financial bids) shall be sent to the address mentioned below either by speed/registered post (no private courier service) or dropped in the tender box kept in the **“Administration Section, Academic Block A, IIT Hyderabad, Kandi, Sangareddy, Telangana - 502285.”**

The clients currently being serviced by the bidders, as mentioned by them in the technical bid, may be inspected by the Mess Tender Committee to assess their suitability of service. The tentative tender schedule is given below.

1	Advertizing the tender	May 1, 2020
2	Pre-bid meeting	May 20, 2020, 2:30 PM
3	Bid submission deadline	June 10, 2020, 2:30 PM
4	Technical Bid opening	June 10, 2020, 3:00 PM
5	Interview of the qualified bidders	June 22, 2020, 3:00 PM
6	Opening of the financial bid	July 1, 2020, 2:30 PM
7	Financial bid evaluation and negotiation	July 1, 2020, 2:30 PM
8	Starting the operations	Aug 1, 2020

Technical bids with any price indications will be summarily rejected. Financial bids/offers only of technically qualified bidders will be opened, i.e., whose technical bids are acceptable to the Mess Tender Committee. Any changes to the schedule will be published at the IITH tenders' website www.iith.ac.in/tenders.

The final selection of caterer(s) will be based on a weighted scoring system described in Schedule-A. **The decision of the Institute (IITH) is final and binding in awarding the tendering contracts, by an open tender.**

Due to the Corona pandemic situation, if the date of starting of the operation has to be postponed or if the operations have to be carried out with reduced strength, or both, a revised rate for the basic menu will be negotiated with the successful bidders.

Sd/-
Registrar

SCHEDULE – A: Important Conditions of the Tender Process to be Abided by the Tenderer

1. Eligibility to participate in the tender: This is an open tender.

2. Pre-bid Meeting

Tenderers shall try to attend the pre-bid meeting in person on **20.05.2020 at 2:30 PM** in Room# 211, Academic Block A, IIT Hyderabad, Kandi, Sangareddy, Telangana, 502285. Those who want to attend the pre-bid meeting remotely must register for the same at the <https://forms.gle/khqE9XmbBUgNbLQ76> website before May 19, 2020, 2:30 PM.

3. Submission of Tender:

The hardcopies of tender can be submitted on all days except Saturdays, Sundays, and other Institute holidays. As mentioned above, the soft copies of the bid shall be sent through email in addition to the hardcopy submission. The deadline (time and date) for the submission of tender is specified in this document.

4. Two-bid System:

The offers/bids should be submitted under the two-bid system, i.e., Technical bid and Financial bid. The following documents are required to be submitted in response to the tender notice in the hardcopy submission:

- Envelope 1 - containing a covering letter, EMD, and the tender fee. This Envelope shall be sealed and superscribed as “EMD and tender fee.”
- Envelope 2 - signed documents of Tender Schedule A, Schedule B, Schedule C, Schedule D, Schedule E, Schedule F, and annexures A, B, C, and E along with any supporting documents. This envelope shall be sealed and superscribed as “Technical Bid - Tender Schedule and Annexures.”
- Envelope 3 - shall contain the Financial Bid (Annexure D) indicating details of the rate for each item the Caterers are willing to quote, and operate with, for the entire tender period with no pricehikes. The format to be used for the quote is given in Annexure D - Financial Bid. This envelope should be sealed and superscribed as “Financial Bid.”
- All the above three envelopes, namely, envelopes 1, 2 and 3, must be placed in a larger envelope, sealed, and submitted on or before the due date and time. The larger outer envelope shall be superscribed as **‘Providing Mess Services for students, Faculty, Staff and Guests in Hostel Mess and Guest Houses at the IITH campus.’**

5. Online Submission of Bids:

The soft copies of the bid shall be submitted in addition to the hard copies in password protected PDF/ZIP files by sending an email to (tender.dining@iith.ac.in) before the deadline. The message line of the email should read **‘Providing Mess Services for students, Faculty, Staff and Guests in Hostel Mess and Guest Houses at the IITH campus.’** The body of the email shall have the following information:

- 1) Name and postal address of the bidder.
- 2) Gmail address for sending the invite to the tender opening meetings.
- 3) Phone number of the representative person who will provide the passwords of the technical and financial bid documents.
- 4) An alternate phone number in case the first number does not work.
- 5) Details (UTR, date of transfer, and amount) of the online transfer of the tender processing fee.
- 6) Details (UTR, date of transfer, and amount) of the online transfer of the EMD.

The email will have two password protected PDF/ZIP files, one containing the technical bid and the other one containing the financial bid. The two PDF/ZIP files should have different passwords. If the hard copies of the bids are not received on time, the soft copies, if found in order, will be opened for evaluation. If the soft copies are used for the evaluation, an invitation to participate in the bid opening meetings will be sent to the Gmail address mentioned in the email body. And the representative whose phone number is provided in the email will be contacted by the tender evaluation committee to get the password during the opening of the tender. If the hard copies are received on time, the soft copies of the received bids will not be opened. Even if the evaluation is based on the softcopies of the bid, the hard copy of the bid must arrive at the aforementioned address before the opening of the financial bid and it should be postmarked before the last date of bid submission. The bid will not be considered if neither the softcopy nor the hardcopy of the bid arrives before the bid submission deadline. The files attached with the email must be password protected and the passwords must not be mentioned anywhere in the email or the tender documents.

6. Earnest Money Deposit (EMD) and Security Deposit:

Tenderers should submit the EMD amount of Rs 15,00,000/- (Rupees fifteen lakh only) along with the tender by transferring the amount online to the IITH account. The account details are:

Bank Name: SBI
 Bank Account No. : 30412797764
 Account Name: Indian Institute of Technology Hyderabad
 IFSC Code: SBIN0014182
 Branch: IITH Kandi.

This amount should be received in the IITH account before the last date of bid submission. A copy of the receipt of the fee transfer should be enclosed with the technical bid. Any tender without the tender fee will be considered as NON-RESPONSIVE and will AUTOMATICALLY STAND REJECTED. Any other form of payment will not be accepted. The EMD shall be converted as a partial security deposit of the successful bidder(s). An additional security deposit of Rs. 10,00,000/- (Rupees ten lakh only) in the form of a bank guarantee valid up to sixty days beyond the contract period will be required before the award of the contract to the successful bidder(s). The EMD will be returned to the unsuccessful bidder(s). No interest will be paid on the EMD and the Security Deposit.

7. Tender Fee:

Bidders should pay a non-refundable tender fee of Rs 500/- (Rupees five hundred only) by transferring the amount online to the IITH account. The account details are:

Bank Name: SBI
Bank Account No. : 30412797764
Account Name: Indian Institute of Technology Hyderabad
IFSC Code: SBIN0014182
Branch: IITH Kandi.

The fee should be received in the IITH account before the last date of bid submission. A copy of the receipt of the fee transfer should be enclosed with the technical bid. Any tender without the tender fee will be considered as NON-RESPONSIVE and will AUTOMATICALLY STAND REJECTED. Any other form of payment will not be accepted.

8. Authority to Sign tender documents:

All documents must be duly signed by the tenderers at the bottom of each page.

- a) If an individual or a proprietor of a firm is a signatory, he/she must sign.
- b) In the case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm (a certified copy of the Power of Attorney must accompany the documents) must sign. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished.
- c) In the case of a limited Company or a Corporation, the documents shall be signed by a duly authorized person holding Power of Attorney for signing the documents, accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

9. Compliance /Confirmation:

The tenderer shall sign all pages of the following schedules and submit along with the Annexures - A to E.

- a) The tender schedule highlights the important service conditions to be strictly abided by all tenderers.
- b) Schedule A lists the important conditions of the tender process to be abided by the tenderers
- c) Schedule B refers to the terms and conditions for providing catering services.
- d) Schedule C refers to the brief description of the basic menu to be served.
- e) Schedule D refers to the staff requirements
- f) Schedule E refers to the rates and quantities of the extra menu items.
- g) Schedule F lists the violations and penalties
- h) Annexures A has the technical bid form
- i) Annexure B has the quality assessment certificate form
- j) Annexure C has the template for the experience certificate.

k) Annexure D has the financial bid form

l) Annexure E has the checklist

It is mandatory that all tenderers must sign and submit these schedules along with their tender submissions.

10. SCOPE OF WORK

Presently IIT Hyderabad has an approximate total of 2200 resident students which may vary from month to month. IITH intends to operate Upper Dining Hall (UDH) and Lower Dining Hall (LDH) with two different caterers. Both UDH and LDH have similar facilities (individual kitchen and washing facilities) and located in the same building except that UDH is located on the first floor and the LDH is on the ground floor.

Every Month, students will enroll with either of the dining halls for the ensuing month, and IITH/ hostel office will provide the list of students enrolled in each dining hall in advance to the Caterer. IITH guarantees a minimum of 900 students for each caterer every month during regular operation of the semester. The maximum number of students that can be allocated to any mess in a month will be approximately 1400. However, during any unforeseen circumstances and the occasional deep cleaning, all students may have to dine in a single dining hall. During the first month of operation, effort will be made to distribute the students equally between the two dining halls.

All the software required to check the authenticity of the students who are coming to the mess will be provided by IIT Hyderabad and some hardware equipment such as Personal Computer, webcam, etc. have to be set up by the caterer.

Further, the contractor may have to provide the dining facility whenever required by the IITH, at Academic Blocks and Guest House located outside the Mess premises but within the Institute's campus. For this purpose, the tenderer should quote his rates separately in Table-B of the Financial Bid. However, the rates quoted in the Table-B will not be considered to arrive at L-1.

10.1 Description of Dining Facilities at IIT Hyderabad

The mess council reserves the right to assign any of the dining hall/kitchen facilities such as furniture of the kitchen equipment to the caterer based on availability/requirement. The tenderer shall visit these facilities and assess the available infrastructure before submitting the tender. Any additional requirements, necessary for efficient services shall be arranged by the caterer without any extra charge. The mess council shall reserve the right to assign operation of both mess facilities to one caterer if the need arises.

10.2 Provisions for different types of customers and Vacation mess

All the students staying at IITH hostels are required to subscribe to the dining facility during the semester and IITH will pay the mess fee directly to the caterers for these students. Day-scholars, project staff, and interns will have the option to avail the mess facility on pay-per-meal or pay-per-day basis.

Both dining halls will be operational throughout the year. The mess council will decide the duration of the vacation mess. The vacation period for the dining facilities can be slightly different from the academic calendar. The academic calendars of the last few years can be found at IIT Hyderabad website: <https://iith.ac.in/academics/calendars-timetables/>. During the vacation period and the mid-sem breaks,

only the resident graduate and Ph.D. students getting a scholarship will be subscribing to the mess. A reduced strength of approx. 300 diners will be guaranteed to each caterer during this period. B.Tech and other students who do not get a scholarship will not be enrolled into any mess and therefore, will not pay the mess fee for this period. Such students will, however, have the option to avail the mess facility on pay-per-meal or pay-per-day basis.

Permanent staff, faculty members, and outsiders, and staff hired by other contractors (such as security, transportation, and housekeeping, etc.) will also have the option to avail the mess facility on pay-per-meal basis. The rates for each of these categories will be negotiated separately before awarding the contract. More details can be found on the price-bid form.

Depending on the availability of food, pay-per-meal coupons can be bought on the spot but pay-per-day coupons have to be bought at least one day before.

11. The opening of the Tender:

The bids will be opened by the Mess Tender Committee duly constituted for this purpose, in the presence of such bidders or their authorized representatives, who choose to be present, at the appointed place, time, and date. If the bidders are not able to be physically present during the tender opening, they can join the meeting online through the link that will be emailed to them at the email address provided by them. Offers without EMD and tender fee or with invalid EMD stand automatically rejected. The technical bids will be examined and evaluated to decide suitability for the said work. Only those financial bids of the tenderers whose technical bids are qualified will be opened.

12. Independent verification of the Tenderers' Clients:

Complete details of clients of the tenderers must be enclosed with the Technical bid. Clients' addresses, name(s) of contact person(s), email addresses, and phone numbers must be listed in the enclosure. The Mess Tender Committee may visit the establishments/mess/dining facilities serviced currently by the tenderers, and their reports will form valuable input in the evaluation process.

13. (a) Daily Rate:

The caterer should serve the basic menu as indicated in Schedule-C every day which includes breakfast, lunch, evening tea, and dinner with the quantities mentioned therein. The meal-wise rates for the mess subscribers, whose guaranteed numbers are provided in the section "scope of work" should be quoted in the price bid. It should be noted that the basic menu will be different for different days in a week. Therefore, the quoted price should represent the average for the seven days.

The Financial bid must include price quoted as rate per day per student as indicated in the price bid format. All prices quoted by the bidders should be inclusive of taxes and service charges, as levied by Central and State Governments. The percentage of taxes and service charges must be clearly indicated therein.

13 (b) Serving extras on daily basis:

In addition to the basic menu, snacks and additional curries are required to be served on cash payment basis. At least two egg preparations during the breakfast, two snacks during the evening tea, and two curries during lunch should be made available for purchase by diners every day. If there is a significant demand, the extras may be served during dinner as well. The items, the quantities to serve, and their

prices are listed in Schedule E and are to be adhered to strictly. The items to be made available every day should be decided in consultation with the Mess Council and student representatives. One cannot buy an extra item without paying for the basic meal.

14. Alternative Proposals:

Tenderers shall submit offers that strictly comply with the requirements of the Tender document. Any alternative proposal or modifications shall automatically render the tender invalid. Offers with conditional rebate shall automatically render the tender invalid.

15. Validity of Offer:

Tenderers shall agree to keep the tender open for 90 (ninety) days from the due date of submission thereof and not make any modifications in the stated terms and conditions.

16. Late offer:

Offers received after the due date and time will not be considered.

17. Acceptance and Rejection:

IITH reserves the right to shortlist/reject any or all tenders and accept the whole or any part of tender without assigning any reason.

18. Technical Bid Evaluation and Qualification:

A three-step technical evaluation process will be followed. A composite technical score will be calculated based on these evaluations. 25% weightage will be assigned to the first two rounds of the technical evaluations combined, 15% weightage will be assigned to the presentation, and 60% weightage will be assigned to the price bid.

Technical Evaluation 1:

1. Should have served at least 700 persons at one place and at least 500 persons at two other places in a single shift daily for a period of at least one year within the last three years. The three places should be in different organizations.
2. The annual revenue from each of the locations should be at least Rs. 1 crore.
3. Completely filled QAC forms (Annexure B) must be collected from each of the three clients. Only the template given in Annexure B should be used. An experience certificate (Annexure C) should accompany the QAC form. Both the forms should be printed on assessor's letterhead.
4. At least one of the three clients should be a Centrally Funded Institute (CFI).
5. The average total score from the three forms should be at least 80% to qualify for the next round.

Technical Evaluation 2:

1. The experience of the caterers qualified in the first round will be evaluated independently by IITH.
2. IITH representatives will collect feedback from the existing clients of the caterer.
3. If the result of the independent verification does not match with the first round of technical evaluation, the bid will be disqualified.

Technical Evaluation 3:

1. The experience of the bidders qualified in the second round will be called for an interview with the tender evaluation committee.
2. The presentation should highlight the background of the organization, relevant experience and a proposed working plan at IIT Hyderabad. It is mandatory to appear for the presentation.

19. Financial Bid Evaluation and Final Selection:

The final selection of the caterer shall depend on a weighted criteria scoring system as described in subsequent paragraphs. If the Mess Tender Evaluation Committee decides that the daily rate quoted by any tenderer is too low with reference to the quality and quantity specified in the tender, the respective tenders will not be considered.

The opening of the Price Bid [Part II of the bid]: After verification of the documents, the price bid of only those bidders who satisfy all the eligibility criteria and qualify the first two rounds of technical evaluation laid down in this notification will be opened. If any document produced in support of the eligibility criteria turns out not to be genuine, the EMD stands automatically forfeited, whether before awarding of work or otherwise.

Marks for price bid: Price bid carries 60% weight. The tenderer who quotes the lowest price; a) subject to compliance with Minimum Wages, ESI and EPF contributions, Bonus for normal Staffs and b) subject to compliance with standard remuneration for Supervisors- Managers (in respect of each of the locations/clients from whom experience certificate and QAC is submitted); will be given a score of 100 for price bid. The bids that are not compliant with a) and b) stand automatically disqualified. The tenderers will be allotted score relative to the score of the lowest tenderer, as below:

$$FS = (100 \times L1) / L$$

Where

FS = Marks for the price bid.

L1 = Service charge of the lowest tenderer.

L = The Service charge quoted by the tenderer under evaluation

This will be normalized to 60% which is the maximum score for price bid.

Total marks scored will be the total of marks for technical bid, price bid, and presentation (out of 100). After calculation of total scores, two bidders with the highest total scores will be offered the opportunity to serve at IITH, subject to the condition that both of them agree to serve at the lower of the prices quoted by the two. If a tenderer does not agree to match the price of the lower price bid, the opportunity will be given to the tenderer whose total score was third highest and so on.

NOTE: Only the rates quoted in Table A will be used to arrive at L-1.

Between the two finally selected bidders, the one with the higher total score will be given the opportunity to select the dining hall/kitchen of their choice. In case of a tie between two caterers, priority will be given to the bidder with the higher technical score to break the tie. If both bidders have the same technical scores as well, priority will be given to the contractor who has executed contracts of higher values in IITs, IIMs, and NITs.

The Director, IITH reserves the right to: (a) reject any or all the tenders without assigning any reason whatsoever; (b) not bind himself to accept the lowest or any tender; (c) reject the bid if it is found that

bidder has under-quoted (price), and (d) accept the whole or any part of the tender, and the tenderer shall be bound to perform the same at the rates quoted, and (e) select only one caterer or cancel the tender. Canvassing in connection with tender/quotation is strictly prohibited.

20. Disputes and Arbitration:

In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Director, IITH for arbitration whose decision shall be final and binding on the parties. The contractor agrees that the arbitrator could be an employee of the Institute and shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.

21. Schedules:

Please refer to and follow the procedure given in this Tender schedule for submission of tender documents.

22. Payment to the Caterer:

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

- a) Wages for all relevant human resources,
- b) Fuel
- c) dishes and vessels for cooking etc.
- d) AMCs for the supplied equipment
- e) Deep cleaning of the kitchen area two-times a year. IITH will appoint an agency for deep cleaning and the cost will be recovered from the bills payable to the mess contractor. The estimated cost of deep cleaning two times per year for each dining hall is approximately Rs. 2 Lakhs.
- e) All general provisions, vegetables, fruit and milk of good quality,
- f) Logistics - transportation, loading and unloading, and storage,
- g) Utilities (water, electricity, etc.) usage beyond permissible limits,
- h) Waste disposal charges, and other cost heads specified by IITH.
- i) Taxes as applicable, if any

IITH will ensure payment to the caterer of 80% of each month's bills within the first 10 days from the submission of the bill in the following month. The balance 20% of each month's bills shall be settled on or before the 25th of the following month, subject to the performance/compliance evaluation of the caterer. The Mess Monitoring Committee shall review the service performance of the caterers through regular inspection visits and meetings. Based on the feedback from MMC, the applicable non-compliance charges as mentioned in "Schedule –F: Penalties" shall be levied upon the caterer.

23. Force Majeure :

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term “force majeure” as employed here in shall mean, acts of god, war revolt, riots, fire, flood, epidemic, plagues and act and regulations of the Government of India or any of its authorized agencies. Time for performance or relative obligation suspended by the Force Majeure shall be extended by the period for which cause lasts or condoned by the Institute without any penalty. If the performance in whole or in part or in any obligation under this contract is prevented/suspended or delayed by any reason of Force Majeure for a period exceeding 90 days, either party may have its option to terminate the contract without any financial repercussion on either side.

24. Acknowledgement:

It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to abide by them.

Date:

Signature of Tenderer

Place:

Official seal and address

SCHEDULE – B: Terms and Conditions along with Responsibilities of the Caterer

1. Mess facilities consisting of kitchens and dining halls on 'as is basis', are provided by Hostel Management. The caterer has to arrange for cooking food in the kitchen(s), and serve it in dining halls. Prospective caterer(s) may inspect available facilities with prior appointment.
2. The caterers are required to provide all the meals as per the contract without fail. If a mess has to be closed for unscheduled cleaning/maintenance or pest control as assessed by the mess council, the caterer has to compensate for it by providing a special dinner at no additional cost.
3. The Contract Agreement would be for one year and subsequently, may be renewed every year for an additional period of two years or part thereof, subject to satisfactory performance.
4. On expiry/termination of the license, the caterer must vacate the licensed premises. All fixtures, furniture, utensils, etc. which are properties of IITH should be handed over to the Hostel Management in good and tenable conditions. Cost of repair charges for mishandling and willful damages, except normal wear and tear, will be deducted from the Security Deposit. Shortfall if any have to be paid by the Caterer.
5. The caterer shall not construct or make any structural alterations or install additional fittings in the premises of the workplace without prior written approval from the Hostel Management. The caterer shall not assign, sublet, or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.
6. Hostel Management shall provide the following. Water for cooking, washing, and cleaning; drinking water; electricity for the exclusive purpose of running the dining services for IIT Hyderabad. Every effort must be made by the caterer to minimize electricity and water usage. Hostel management will provide existing items like gas ovens, refrigerators, and exhaust fans.
7. Procurement of the following items/services is the responsibility of the caterer with the approval of the Hostel Management:
 - (a) High-quality vegetables, fruits, provisions, dairy products, protein/meat, etc.
 - (b) The Caterer shall be solely responsible for the arrangements of cooking gas, refills, and their safety.
 - (c) The caterer has to make their own arrangements for procuring utensils, tools, equipment, i.e., movable items – commercial toaster, dinner plates, water tumbler, tea tumbler, snacks plate, spoon, fork, katories, etc. to run the system efficiently. Hostel Management will not supply any such required items to the caterer.
 - (d) The AMC charges for the tools and equipment provided by IITH namely: dish washer, freezer, waste-food crusher, water dispensers, water cooler, exhaust fans, roti maker, grinders, floor cleaner, water purifiers, etc. are to be paid by the caterer.
 - (e) The caterer must provide all additional requirements, necessary for efficient services without any extra charges.
 - (f) Waste disposal three times a day is the responsibility of the caterer. Necessary logistics should be arranged by the caterer to remove the waste (both food and non- food) generated by the mess to designated waste disposing areas outside IITH campus on a

daily basis. The contractor is liable to be penalized for clogging of drains in the mess kitchen/washing area due to draining out of waste food etc.

8. It will be the sole responsibility of the contractor to abide by the provisions of the following acts as to the workers engaged by him for the performance of this contract:
 - i. The Food Safety and Standards Regulations by FSSAI
 - ii. Employment of Children Act
 - iii. Workmen Compensation Act
 - iv. Employment of Labour/Contract Labour Act
 - v. Industrial Employment Act
 - vi. Contract Labour Abolition and Regulation Act
 - vii. Minimum Wages Act
 - viii. Employee Provident Fund Act
 - ix. All other acts/legislations/rules/ regulations etc., as may be in force from time to time.
9. The caterer should ensure that the payment is made to the laborers as per Minimum wages act to the satisfaction of the licensee. The payment is to be made into the bank accounts of the employees, and the statement of the accounts is to be deposited with the hostel office every month / every week. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the hostel office on a regular basis.
10. All the employees posted at IITH should undergo a medical examination once in every six months (at the expense of the caterer) to validate their physical and hygiene fitness.
11. The Caterer shall not employ child labour. Upon violation of this requirement, legal action would be taken.
12. The caterer will have to register all his employees who will be working in the hostel premises along with a copy of their photographs, government issued ID proof, residential details for clearance by the Hostel management. The caterer shall arrange security pass to all his employees from security section of IITH. No accommodation, except a changing/resting room, will be provided to the workmen of the caterer. No employee must stay on the premises of IITH after working hours.
13. The Caterer shall be responsible for the proper conduct and behavior of the employees engaged. Consumption/distribution/possession of cigarettes, alcohol, pan/gutka or any other intoxicating item by the employees is strictly prohibited in the IITH campus.
14. Engagement of required staff, providing uniforms, head caps, and gloves, etc. shall be done by the caterer with the approval of the Mess Council of the concerned hostel. The workers should always use hand gloves and caps while working (hair found in food is not acceptable). The caterer should provide a minimum of two pairs of uniform to the workers and ensure that workers report for duty in clean uniforms.
15. Minimum staff strength in each category shall be as per Schedule D. Based on the periodic inspection and other requirements, the Hostel Management reserves the right to instruct the caterer for increasing their service staff strength in case of unsatisfactory service/performance.
16. The menu and price of extra items shall be according to the Schedule E.
17. The caterer shall, at their cost, maintain adequate stock of food grain, grocery, and adhere to the list of brands. (See Schedule C3 for the list of brands). The caterer shall be responsible for proper hygienic storage of all raw materials. IITH reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved list.

18. No food cooked in the mess may be taken out of the premises without prior permission of the Mess Council of the concerned hostel. Raw material stored in the mess should be used exclusively for the student/staff dining facilities in IITH.
19. Vegetarian and Non Vegetarian food will be cooked and served separately.
20. The cooks should be changed every two months or as decided by the mess council.
21. Two teams should work in every mess for two shifts a day.
22. Major civil and electrical works will be attended to by IIT Hyderabad. Minor maintenance jobs such as replacement of light bulbs, tube lights, etc. are the responsibility of the catering contractor.
23. Security of licensed premises, equipment, fittings, and fixtures (Including lights, fans, pesto flash and other kitchen equipment, furniture, etc.) is the responsibility of the caterer.
24. The caterer shall attend a monthly meeting of the mess council, failing which a penalty will be imposed. This meeting shall be attended by the caterer himself or a senior representative, who is authorized to take policy decisions.
25. The caterer should not be an employee or close relative of an employee of IITH, or any other central/state Government. He should submit a declaration to this effect. Only those caterers who have an establishment in Hyderabad and adjoining areas shall be considered.
26. When circumstances warrant, the caterer shall cater to an additional number of students/staff members, as requested by IITH on short notice.
27. Issues related to Hygiene in the mess
 - (a) Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms.
 - (b) Cleaning and Housekeeping of kitchen, dining area, dining hall entrance area, facades, and ceilings, and the bathrooms will be the sole responsibility of the caterer.
 - (c) Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, and mess water cooler is also the responsibility of the caterer. The highest possible standards are expected in this regard. Consumption of water for cleaning purposes should be minimum required.
 - (d) All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample liquid soap for hand wash in bathrooms and in hand-wash areas. Hand gloves for mess workers who handle food items and head caps for mess workers and other measures as advised by the council must be provided.
 - (e) Pest control should be carried out through licensed agencies at least four times in a month. A certificate needs to be submitted to the hostel office after every pest control. The frequency of the pest-control operations may have to be increased if there is a need.
 - (f) The mess council would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.
 - (g) The caterer should get at least one food safety audit done by an independent agency authorized by FSSAI every semester. Mess workers should be provided the necessary training to maintain the highest possible standard of hygiene every semester by an FSSAI authorized trainer/consultant.
 - (h) IIT Hyderabad will conduct independent food testing and food safety audits. The caterer must cooperate in these tests.
28. The Hostel Management in consultation with the caterers may review and modify the terms and conditions, periodically.

29. The first three months of the contract period will be the trial period. If the performance is found to be unsatisfactory during the trial period, the contract can be terminated with a week's notice. After the trial period, if the performance is found to be unsatisfactory, the contract can be terminated with one month's notice.
30. Caterer's performance will be monitored on a regular basis through the Mess Monitoring Committee (MMC). All recommendations made by the Mess Monitoring Committee shall be notified to the caterer which should be strictly complied with. No-compliance with the menu and serving unhygienic food can result in monetary fine/termination of the contract.
31. The workers deployed by the contractor for running the Mess shall be duly trained in fire safety, etc. All staff members must be trained once every four months, the first one to be conducted within 30 days of starting the mess operations at IIT Hyderabad, by a safety consultant and a certificate of the same effect should be submitted to the mess council. The contractor shall take due care in operating the cooking gas and electrical equipment, etc. during operation of the mess. Any damage caused to the men, material, and property of IITH or of the contractor due to any accident, fire or any unforeseen hazard arising out of negligence in operation of mess services shall be at the cost and expense of the contractor and he shall be solely liable for any compensation claim arising out of the same.
32. The mess staff should be informed to not fraternize with students or IIT staff. The workers should not roam around the campus and should remain inside the dining halls. The workers should undergo an orientation program every semester to remind them of the expected behavior.
33. Sick/disabled students will be provided food in their hostel rooms by the caterers in appropriate lunch boxes.
34. The activity of deep cleaning of the kitchen area will be carried out twice a year by an agency selected by IITH and the cost will be recovered from the bills payable to the Mess Contractor.

RULES PERTAINING TO THE DAILY FUNCTIONING OF THE MESS

1. Timings for the mess: Actual timing will depend upon the decision of the mess council, and the caterer would be obliged to adhere to the council's instruction regarding it. Following is a tentative timing.

	Weekdays	Weekends
Breakfast	7:45 am – 9:45 am	8:00 am – 10:00 am
Lunch	12:15 pm – 2:30 pm	12:15 pm – 2:30 pm
Evening tea	5:00 pm – 6:30 pm	5:00 pm – 6:30 pm
Dinner	7:30 pm – 10:00 pm	7:30 pm – 10:00 pm

2. Pickle, sugar, and salt to be provided with every meal.
3. Ketchup, Butter, Jam, Curd, and Chutney has to be provided along with all dishes which need them and as decided on the menu. For dishes like noodles, samosa, paratha (as requested by the council) chilli/garlic sauce should also be provided.
4. Cooking oil shall be changed every month from the list provided in branded items under intimation to the Mess Council.
5. Menu, as decided by the mess council, shall be strictly followed according to Schedule C.

6. Caterers should not use any artificial color, preservatives, and other harmful chemical additives (say, for example, mono-sodium glutamate) in any of the dishes or even store them in the mess premises. The use of mono-sodium glutamate (Ajinomoto) is strictly prohibited.
7. The caterer should provide special dinner or lunch on occasions like festivals on eight days in a year, as decided by the mess council, at no extra cost. The menu of special dinner/ lunch is given in Schedule C4. The price of the special dinner for coupon buyers will be decided mutually by the caterers and the mess council.
8. The caterer should provide one special dinner on the occasion of Gymkhana Day in addition to those mentioned in point 8 above.
9. Before Inter-IIT Sports Meet in the month of December a special menu decided by the sports council should be served to the students who participate in sports at extra cost. An approximate number of students will be 300. The rates for these meals will be negotiated separately.
10. Food should be served and maintained warm at all times.
11. Nonrepetitive varieties of Sambar and Rasam should be prepared.
12. Extra charges for any institute event should be decided in negotiation with the mess council.
13. Self-service and sufficient numbers of counters, as decided by the Mess Council, should be operational.
14. Paper napkins should be provided when fried food is served. Butter paper should be used to keep the fried items.
15. Coupons for guest meals and extra items will be sold to the customer either on the basis of the requisition of a resident of the hostel or against cash payment for the same to the caterers.
16. Provisions should be made to accept cash, debit cards, credit cards, UPI based, and mobile valet based apps (such as Paytm, Google Pay, etc.) for all payments at the cash counter.
17. All students will be allowed to avail the mess rebate limited to maximum 20 days in an academic year. The request for rebate will be considered only if the students apply for leave to the academic section through their faculty advisor/HOD. Additional mess rebates will also be available for students to attend tech/cult/sports fest, seminars, and conferences through the Institute. Students have to submit the mess rebate form to the Hostel Office at least two days in advance. The leave application submitted to the academic office should be enclosed with the rebate form. In special cases like ailment or transfer/discontinuation hostel office will inform the mess for bill deduction.
18. In case special Dinner/lunch cannot be provided as per clauses 7 and 8, a full refund for the missed meals has to be given to all students.
19. Waste should be segregated before disposal, as directed by the Mess Council / Public Health Office.
20. Food should be moderate in terms of Oil, Salt, and Spices. Oil content in the Papad/Fryums should be drained/removed completely before serving. Fresh Oil should be used for cooking. Leftover oil after cooking should not be used for cooking the next meal.
21. No use of Dalda/Vanaspati Ghee is allowed. It can be allowed only for certain dishes with council's prior permission.
22. Basmati rice should be used to cook Biryani, and the meat in the Biryani should be properly boiled. Meat should be properly cleaned whenever used.
23. Food wastage should be weighed daily for all meals and should be recorded.
24. Use of high pressure equipment such as boilers or industrial capacity pressure cookers is strictly prohibited in the kitchens.

SCHEDULE – C: Menu

C1: Basic Menu

Table C1a: Breakfast

Item	Frequency	Quantity	Comments
Milk (Fat 3.5%)	Daily	Unlimited	
Toasted white/whole wheat bread with jam	Daily	Unlimited	
Butter	Daily	Unlimited	
Tea and Coffee	Daily	Unlimited	
Eggs / Banana	Daily	Limited	Both will be available. Students can choose 1 egg preparation or 1 Banana
Health drink	Daily	Unlimited	One of these: Boost, Bournvita, Horlics
boiled chana and beans/ Cornflakes/ Oats	Daily	Limited	ALL three will be made available. Students can choose from 50 gms of boiled chana/ peanuts/ other beans or 25gms of Corn flakes or 25 gms Oats
Additional item	Daily	Unlimited	One item from the list mentioned in C2 as suggested by the mess council

Table C1b: Lunch

Item	Frequency	Quantity	Comments
Roti # (with ghee and without ghee)	Once per meal	Unlimited	Ghee limited to 1 teaspoon per piece
Plain white rice	Once per meal	Unlimited	
Sambar/Rassam	Once per meal	Unlimited	
Dal [#]	Once per meal	Unlimited	One item from the list of dals mentioned below, without repetition as suggested by the mess council. A less-spicy variety of dal should be provided on request and for sick students.
Dry sabji [#]	Once per meal	Unlimited	One item from the list of dry sabjis mentioned below, without repetition as suggested by the mess council
Vegetable curry [#]	Once per meal	Unlimited	One item from the list of vegetable curries mentioned below, without repetition as suggested by the mess council
Curd/Lassi	Once per meal	Limited	100 ml of curd or 200 ml of lassi
Drinks [#]	With lunch during 18 weeks of summer	200 mL	One item from the list of drinks mentioned below. The 18 weeks will be decided by the mess council (mostly summer). Exactly which

			drink is to be served on which day will also be decided by the mess council in consultation with the caterer.
Papad/Fryums	Once per meal	Unlimited	
Green salad	Once per meal	Unlimited	Should include cucumber, chilli, tomato, onion, lemon, carrot
Pickle/Chutney	Once per meal	Unlimited	

The Mess Council, in consultation with the contractor, will choose from the list of rotis, dals, dry sabjis, fried items, vegetable curries, and flavoured rice every month.

Table C1c: Evening Tea

Item	Frequency	Quantity	Comments
Tea and Coffee	Daily	Unlimited	
Milk	Daily	Unlimited	

Table C1d: Dinner

Item	Frequency	Quantity	Comments
Roti # (with ghee and without ghee)	Five times a week	Unlimited	Ghee limited to 1 teaspoon per piece
Plain white rice	Once per meal	Unlimited	
Sambar/Rassam	Once per meal	Unlimited	
Dal [#]	Once per meal	Unlimited	One item from the list of dals mentioned below, without repetition as suggested by the mess council. A less-spicy variety of dal should be provided on request and for sick students.
Dry sabji [#]	Once per meal	Unlimited	One item from the list of dry sabjis mentioned below, without repetition as suggested by the mess council
Vegetable curry [#]	Four times per week	Unlimited	One item from the list of vegetable curries mentioned below, without repetition as suggested by the mess council. Will not be served on the days when chholebhatura and egg/paneer curry is served.
Curd	Once per meal	100 ml	
Papad/Fryums	Once per meal	Unlimited	
Green salad	Once per meal	Unlimited	Should include cucumber, chilli, tomato, onion, lemon, carrot
Pickle/Chutney	Once per meal	Unlimited	
Chicken Biryani / Paneer biryani	Once per week (Tentatively Sunday)	Limited	200 gms of Chicken or 100 gms of paneer. Basmati rice to be used
Egg curry/paneer curry	Two times per	Limited	1 egg or 30 gms of paneer.

	week		
Flavoured rice#	Three times per week	Unlimited	
Stuffed paratha	Once per week	Unlimited	One variety from the list of parathas in list
Dosa	Once per week	Unlimited	Served with two chutneys
Chholabhatara	Once per week	Unlimited	
Sweet/Fruit	6 times in a week	One or two pieces depending on the item	

Dals:

Dal makani, Dal tadka, Dal panchmahal, Rajma, Chole masala, Palak dal, Lasooni dal tadka, Thotakurapappu Dal fry, Dosakayapappu, Gongura dal, masoor dal, Ridged Gourd dal, Cucumber dal, Moong dal, Tomato dal Methi dal, Urad dal, Dal dhoki, Channa dal fry, Kaali dal, Dalcha

Dry sabjis

Beans poriyal, Brinjal fry, Brinjal& capsicum fry, Tindora fry/ Poriyal, Cauliflower fry, Gobi 65, Gobimasaladhar, Cabbage fry, cabbage pakoda, cabbage carrot fry, cabbage poriyal, cabbage with peas, Aloojeera, aloo deep fry, alogobi, Potato brinjal fry, Cluster beans, Bhendi peanut fry, Bitter gourd, Raw banana fry, Beetroot poriyal, Carrot fry/ poriyal, Mix vegetable dry, Soya bean fry, Veg jalfrezi.

Vegetable curries

Mutter do Piyaza, Corn palak masala, Aloo tomato curry, Kadipakodi, Dum aloobanarasi, Malaikofta/ hairyalikofta, Kadai veg, Mix veg curry, Veg jaipuri, Veg chatpata, Aloopalak, Bhendi do pyaza, Brinjal mutter curry, Guttivankaya, Dhai baingan, Beerakai with milk/ BeerakaiPulusu, Tomato drumstick curry, Capsicum masala, Aloo mutter curry, Bottleguard curry, Meal maker thin gravey, Alogobi masala, Chamaguddapulusu, Veg korma, Alogobi masala, aloo beans curry, Turaichanna, Patodi masala, Avial, Veg Manchurian, Mutter masala, Mix vegetables in hot garlic sauce/ Soya sauce

Drinks

Rasna, Tang, Roohafza, Khushsharbat, Lemon juice, Jaljeera, Buttermilk, Aam panna.

Flavoured rice

Jeera pulao, Peas pulao, Veg pulao, Veg fried rice, Sambar rice, Kichidi, Coconut rice, Pulihora, Lemon rice, Navaratan pulao, Tomato Rice.

Roti's

Phulka, Ghee chapatti, Methi/ Pudina chapatti,

Stuffed Paratha

Aaloo paratha, Onion Paratha, Mixed veg paratha, Gobhi paratha, Methi Paratha, Daal Paratha

Fruits

Seasonal fruits

Sweets

Carrot Halwa, GulabJamun, Kalakand, Jalebi, ShahiTukda, Milk Barfi, Coconut Barfi, Kaja, Laddu, Sheera, Cold Rice kheer, Boondirabdi, Rasmalai

C2: Additional Menu items

The Mess Council, in consultation with the contractor, will choose from the list of additional items to be served in breakfast to improve the palatability of the food. This is a part of the basic menu.

Breakfast Items
Idly/ Veg Idly/ Ragi Idly
Tomato bath/ Upma/ Semiyaupma and poha
Pongal & wada (3 pieces)
Poori with aloosubzi/ Channa masala
Uttapam
(Daliya / Ravaidli) AND 3 pieces wada
Stuffed paratha (Mix veg paratha, Radish paratha, Onion paratha, Aloomethi paratha, Gobhi paratha)
Plain paratha/Missi masala parath/palak paratha with korma
These items should be served with two of the following chutneys and Sambar
Groundnut chutney and tomato chutney or KaramPodi
Coconut chutney and ginger chutney
Mint chutney, Pickle and Curd

C3: Brands/quality to be used

Item	Brands
Bread	Britannia, Modern, Daily Fresh, Spencers
Milk, Butter, Curd	Amul, Heritage, Britannia, Vijaya, Jersey, Hatsun
Jam	Kissan
Tea	Taj Mahal, Gemini, Red Label
Coffee	Bru, Green Label, Nescafe
Wheat flour	Aashirvaad, Annapurna, Pillsbury
Paneer	Amul, Heritage, Hatsun, Britannia
Oil	Gold Drop, Gold Winner, Saffola, Fortune, Freedom
Rice	SonaMasoori, Nellore Rice, Long grain rice
Basmati Rice	India Gate, Kohinoor, Daawat, Best.Dubar or better
Chicken	Vencob, Suguna, Sneha
Pickle	Priya, Mothers
Salt	Tata, Annapurna, Nature fresh, Aashirvaad
Spices	MDH masala, Catch, Everest, Mothers
Ketchup	Maggi, Kissan, Heinz, Del monte
Ghee	Amul, Heritage, Vijaya
Ice cream	Amul, Arun, Heritage, Vijaya, Kwalitiy
Cornflakes/ Choco flakes/ Wheat flakes/Oats/Muesli	Kellogg's, Bagrry's, Quaker, Saffola

All non-brands	As desired by the mess council
The caterer may use other FSSAI approved brands only if permitted by the Mess Council.	

C4: Special Dinner/Lunch menu

Item	Quantity	Comments
Roti/Phulka (with and without ghee)	Unlimited	Ghee limited to 1 teaspoon per piece
Plain white rice	Unlimited	
Jeera rice/Pulav/Veg. Biryani	Unlimited	Made with basmati rice
Sambar/Rassam	Unlimited	
Dal [#]	Unlimited	One item from the list of dals mentioned above (Table C1b), as suggested
Dry sabji [#]	Unlimited	One item from the list of dry sabjis mentioned above (Table C1b), as suggested by the mess council
Chicken Curry / Paneer curry [#]	Limited	100 gms of chicken and 50 gms of paneer should be served in the respective curries. Variety of the curry will be suggested by the mess council
Curd	Unlimited	
Papad/Fryums	Unlimited	
Drinks [#]	200 mL	Fresh fruit juice/Aerated drinks
Vegetable salad	Unlimited	Cucumbers, tomatoes, carrots, beetroots, onions, lemons
Pickle/Chutney	Unlimited	
Sweet	1 or 2 pieces, depending on the item	Carrot Halwa/ GulabJamun/ Kalakand/ Jalebi/ ShahiTukda/ Milk Barfi/ Coconut Barfi/ Kaja/ Laddu/ Sheera/ Cold Rice kheer/ Boondirabdi/ Rasmalai, as suggested by the students' body
Raita	Unlimited	
Ice cream	One cup	
Veg. starters	150 g	One item, as suggested

SCHEDULE – D: Staff Requirement

Minimum Staff Requirement

The minimum number of staff per shift to be employed by the caterer in different categories, for each dining hall are listed in Table D-1.

Table D-1: Minimum Staff Requirement

Staff Category	Number of staff to be employed for every shift for each dining hall
Managers	1
Supervisors	2
Cash counter	3
Executive chef	1
Cooks	1 for every 100 students
Servers	1 for every 75 students
Kitchen-Dining Cleaners/Washers	1 for every 100 students
Servers for drinking water	2

SCHEDULE – E: Rates and Portions for Extra Items

Table E.1: Extra items

ITEM	Quantity	Price inclusive of GST
Palak Paneer	125 GM	30/-
Paneer Butter Masala	150GM	30/-
BabycornAdraki	125 GM	25/-
Paneer Kadaiwala	125 GM	30/-
Paneer Hariyali Masala	125 GM	30/-
Chilli Paneer	125 GM	40/-
Paneer 65	125 GM	40/-
Egg Masala /CURRY	2 EGGS	20/-
Egg Burji	100 GM	20/-
Chicken 65	150 GM	45/-
Chilli Chicken	150 GM	45/-
Chicken Hariyali masala	150 GM	40/-
Chicken Chettinadu	150 GM	40/-
Butter Chicken Masala	150 GM	40/-

Chicken Kohlapuri	150 GM	40/-
Kadai Chicken	150 GM	40/-
Methi Chicken	150 GM	45/-
Chicken Curry	150 GM	35/-
Punjabi Fish	150 GM	45/-
Fish Curry	150 GM	45/-
Fish Chettinadu	150 GM	45/-
Onion pakoda	50 GM	10/-
Mirchibhaji	2 PIECES	10/-
Aloobhaji	2 PIECES	10/-
Pavbhaji	2 PIECES	10/-
Panipuri	6 PIECES	10/-
Masala vada	2 PIECES	10/-
Corn	200 GM	15/-
Vadapav	Each	10/-
Samosa	100 GM	10/-
Punugulu	8 PIECES	10/-
Veg sandwich/ Coleslaw sandwich(Plain/ Toasted)	Each	20/-

Bread pakoda	Each	15/-
Aloobonda	2 PIECES	15/-
Aratakaibhaji	2 PIECES	10/-
Dhaivada	Each	15/-
Bhelpuri	Each	10/-
Boiled Egg	Each	7/-
Omelet (2 No)	Each	15/-
Banana	Each	4/-
Ice Cream	Each	MRP
Tetra pack	Each	MRP

New items can be added by the Mess council and price will be decided on negotiation with the caterer.

SCHEDULE – F: Penalties for Violations of Rules, Terms and Conditions

The caterer will be fined in case of violation of the rules of service. Here is a list of violations and the corresponding minimum fine per complaint. In case of a repeat of offense in a short duration, a stricter penalty will be imposed. The mess council reserves the right to impose appropriate penalties in case of violations not covered in this list.

Insects/worms found in food

Rs. 5,000/-

Soft objects like hair, rope, plastic, cloth, etc. in food

Rs. 5,000/-

Any complaint of stones/pebbles of diameter more than 2 mm

Rs. 1,000/-

Hard and/or sharp objects like glass pieces, nails, hard plastic, etc.

Rs. 5,000/-

Three or more complaints of unclean utensils in a day

Rs. 1,000/-

If mess council in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked / extra spicy/extra oily

Rs. 5,000/-

Timings mentioned in the tender or decided with the respective council should be followed strictly

Rs 5,000/-

If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and evening tea

Rs. 5,000/-

Changes in the menu of any meal without permission of mess council

Rs. 5,000/-

If the quality of milk is not found up to be appropriate or it is diluted.

Rs 5,000/-

Inappropriate personal hygiene of workers including their dress and misbehavior by workers etc.

Rs. 10,000/-

Workers not carrying the ID card provided by the caterer
Rs. 5000/-

Kitchen, dining hall, washrooms, hand-wash areas are found untidy or inadequately replenished
Rs. 5,000/-

Failure to maintain a proper health check-up of the workers
Rs. 5,000 /-

Using brands not mentioned in the contract without prior permission and adulteration
Rs 5,000/-

Disposing solid waste go into drainage or other waste disposal violations
Rs. 10,000 /-

Insufficiently cooked meat products
Rs. 10,000 /-

Shortage of or long waiting time for utensils
Rs. 5000/-

Food poisoning
At least Rs. 2 lakhs or more

ANNEXURE – A: Technical Bid

[Information should be submitted in this format on the letterhead of the tenderer, all the pages should be numbered]

Sl.	Description	Details	Page No.
1	Name of registered contractor/Firm/Company/Co-operative Society (with Proof of Registration)		
2	Permanent Address & Phone No.		
3	Complete Postal Address:		
3	Phone No. and E-mail ID:		
4	Contact person's name and designation: Phone (mobile and landline numbers):		
5	Phone number to be contacted for the bid opening		
6	Gmail ID for online meetings to witness the tender opening.		
7	Tender fee payment details		
8	EMD payment details		
8	Proof of Annual turnover (RS in Lakhs) (Approximate) Authenticated copy of audited Statement of Accounts for the last three years should be enclosed (In case the work was executed for private firms/persons, TDS certificate should be submitted)		
9	Details of Name of the bank, address, account number, IFSC code of the tenderer		
10	An affidavit in original duly certified by a Notary regarding the following: a) That the Partners of the firm or sole Proprietor or Company has never been black listed or changed the name of the firm. b) that the Partners of the firm or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court. That there is no due towards income tax as on the date of the affidavit.		
11	Photo copy of PAN		
12	Photo copy of TAN		
13	Photo copy of GST Registration		
14	Photo copy of Professional Tax Registration		
15	Photo copy of a valid License issued by the State/Central Labour Department under Contract Labour Act		

16	Photo copy of ESIC Registration certificate		
17	Photo copy of EPF Registration certificate		
18	Copies of Income Tax Return (last three years) 18-19/17-18/16-17		
19	FSSAI License No:		
20	Names of the clients from whom experience Certificate obtained		
21	Whether Quality Assessment Certification also obtained from the above clients and attached.		
22	Whether Quality Certifications (like ISO etc.) obtained for any of the Dining facilities/catering services provided (If yes, copy to be enclosed)		
23	Bidders Solvency (Capital Employed) Rs. (in Lacs)(Solvency certificate for an amount not less than Rs.25.00 Lacs should be enclosed)		
24	No. of Employees: Regular: Temporary:		
25	Litigations, if any, connected with Catering Work	Yes/No (If yes, details to be furnished)	
26	Any other information in support of the credentials		Details, if any, to be furnished
27	Resume of the Manager, Supervisor, and the Executive Chef		

Note: Authenticated certificates, testimonials, and proof of experience to be produced in support of Sl. No. 20-21.

DATE:

Signature with Seal

ANNEXURE – B: Quality Assessment Certificate Template

Dear Assessor, please provide your honest assessment of the quality of the catering services provided by the following catering agency. Please provide this assessment on your organization's letterhead.

Name, Designation, Email address, and Phone number of the assessor: _____

Name of the assessor's organization: _____

Is your organization a Centrally Funded Institute (CFI)? Yes/No. _____

Name of the caterer: _____

Period of service availed from the caterer: _____ to _____

Average number of diners served in every meal:

Annual revenue of the caterer from this organization

(Rs.): _____

(Please tick ✓ numerical assessment – 5 being the maximum score)

Sl.	Description	1	2	3	4	5	Remarks/ Justification
01	The caterers' response has been prompt and as required by the administration.						
02	All the managers were professionally trained having valid degrees/diploma In hotel management.						
03	All the managers/workers have been punctual and performed their duties with complete responsibility.						
04	There have been no removals or replacement of managers on the ground of indiscipline, substance abuse, negligence, criminal record, driving mishap, etc.						
05	Quality of food.						
06	Quantity of food.						
07	Safety of operations.						
08	Health and hygiene and proper cleanliness and any service disruption.						
09	Collective feedback from clients/students about noncompliance with service.						
10	Student/customer friendliness.						

*An experience certificate on the organization's letterhead should company this assessment.

Date: _____

Signature and Seal of the Assessor _____

ANNEXURE – C: Experience Certificate Template
EXPERIENCE CUM SATISFACTION CERTIFICATE TEMPLATE
(Kindly provide this certificate on your organization's letterhead)

This is to certify that M/s. _____ Mess Contractor is operating ____ mess(es) /canteen(s) /cafeteria(s) /foodcourt(s) (please choose the correct option) at _____ for the past _____ years satisfactorily. The quality of food and service is _____.

S.No	Particulars	
1	Name of the Firm/Organization/Institute	
2	Phone number	
3.	Email address	
3	Name of the Work	
4	Name of the Contractor and Address	
5	Agreement Date	
6	Value of the Contract (Rs in Lakhs)	
7	Average total number of persons dine in one shift	
8	Total Number of Manpower Engaged for work	
9	Date of Commencement of the work	
10	Date of Completion of work	
11	Value of work done	
12	Description of work	
13	Overall Assessment of the Firm/Organization/Institute (Excellent, Good, Satisfactory, Poor)	
14	Remarks	

Date :

Signature of the Competent Authority

With Seal

ANNEXURE – D: Format of the Financial Bid (to be typed in the letterhead of the firm)

Financial Bid

To

The Director
Indian Institute of Technology Hyderabad
Kandi 502285.
Sangareddy
Telangana

Sir,

In response to your Notice Inviting Tender (NIT) for **‘Providing Mess Facilities for students and Faculty/ Staff/Guests in Hostel Mess and Guest Houses at IITH campus,’** we submit herewith our financial bid a monthly enrolment by students.

Table-A : (Rates to be quoted for the service generally provided within the Mess premises)

No.	Description	Basic Rate (per student, per meal) (A)	GST (B)	Total (A+B)
1.	Breakfast			
2.	Lunch			
3.	Evening tea			
4.	Dinner			
	Total			

The rates for the following members of the IITH community will be negotiated with the contractor(s) before the award of the contract.

For IITH students, interns, and IITH project staff not enrolled in the mess system:

- 1) Pay-per-meal and pay-per-day rates when biryani is served.
- 2) Pay-per-meal and pay-per-day rates when special lunch/dinner is served.
- 3) Pay-per-meal rates for other days.
- 4) Pay-per-day rates for other days will be the same as the basic rate.

For faculty, permanent staff, outsiders, and the employees of different contractors (such as transportation, construction, security, and housekeeping, etc.):

- 1) Pay-per-meal and pay-per-day rates when biryani is served.
- 2) Pay-per-meal and pay-per-day rates when special lunch/dinner is served.
- 3) Pay-per-meal and pay-per-day rates for other days.

Table-B :(Rates to be quoted for the service when required to be provided outside the Mess premises but within the campus. The contractor may have to provide the dining facility whenever required by the IITH at Academic Blocks and Guest House located within the Institute's campus. The tenderer is, therefore, requested to quote his rates separately in Table-B below).

No.	Description	Basic Rate (per person) (A)	GST (B)	Total (A+B)
1.	Breakfast			
2.	Lunch			
3.	Coffee			
4.	Tea			
5.	Snacks(Samosa or bajji or Biscuits)			
6.	Dinner			
7.	Special Lunch/Dinner as per C4 of Schedule-C			
The items for S.No 1 to 6 listed above will be the same as provided to the students in dining halls				

We understand that these rates are applicable for the 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 Council without any additional cost. We hereby agree to abide by the decision of the hostel management and terms and conditions mentioned in the schedules. We also agree to attend mess council meetings and implement the decisions taken by the mess council in strict compliance. We have enclosed the duly signed copy of all the schedules with the required annexure.

We hereby certify that the above rates are inclusive of both capital and operational costs as well as applicable taxes. That is, the above rates are inclusive of fuel, cost of procurement of provisions, transportation, loading and unloading, storage, and all statutory taxes including VAT, service tax, GST, duties and levies, and other applicable charges.

Yours faithfully,
Authorized signatory of the tenderer with seal

ANNEXURE – E: Checklist

Please make sure that all the following items are submitted

S. No.	Particulars	Mention 'Yes' or 'No'	Page No.
1	Whether "Technical" & "Price" bids submitted separately and the respective envelopes super scribed properly.		
2	Whether Tender fee is paid and receipt is enclosed		
3	Whether EMD is paid and receipt is enclosed.		
4	Whether certificate/document in support of having experience for running mess services in CFI is enclosed.		
5	Whether agrees to pay minimum wages of the central Government to all employees engaged.		
6	Whether a copy of a valid PAN Card enclosed.		
7	Whether a copy of latest and last 3 years valid Income Tax Return enclosed.		
8	Whether registered with FSSAI?		
9	Whether a solvency certificate is attached?		
10	Whether agreed to abide by all the terms & conditions of this tender by signing of every page of the NIT.		
11	Whether Bank details are submitted		
12	Whether the firm/Company has ever been blacklisted by any Govt./Non Govt. agency.		
13	PF and ESI registration (if not applicable, to be given on companies letterhead)		
14	Whether a copy of valid GST registration No. is attached.		

15	Whether proof of annual turnover attached		
16	Whether at least three QAC reports along with the experience certificates submitted		
17.	Whether the email has been sent to the tender.dining@iith.ac.in		

Signature of the Tenderer & Date with Rubber Stamp