



**Indian Institute of Technology Bhilai (IIT Bhilai)**

**www.iitbhilai.ac.in**

Online tenders are invited under two-bid system from reputed and experienced service provider on behalf of the Director, Indian Institute of Technology Bhilai for providing **Catering and Mess Services for Hostel Castle Dio** at IIT Bhilai, GEC Campus, Sejbahar, Raipur-492015 as per following schedule:

Invitation for Bids (IFB) No & date	IIT Bhilai/Admin/NIT/Mess/2021-22/172, <b>Date: 17-11-2021</b>
Place of Supply.	<b>Castle – Dio (Hostel)</b> Indian Institute of Technology Bhilai, GEC Campus, Old Dhamtari Road, Sejbahar, Raipur-492015, Chhattisgarh
Bid Submission Start date	November 17,1500 Hrs
Pre-Bid Meeting Date	November 20, any query (including technical) related to pre-bid meeting, mail should be reached on or before 20/11/2021 10:00 AM. Bidders who cannot attend physically can also participate through WebEx. Interested bidders can request the WebEx meeting link at sp@iitbhilai.ac.in
Last Date of Submission of Bids	December 02,15.00 Hrs.
Date of Opening of Technical Bids	December 03,15.15 Hrs.
Tender Fee	Rs. 1000/- (non-refundable)
EMD	<b>Rs. 3,00,000/- (refundable)</b> To deposit the Tender Fee/ EMD, bidder should go to the following URL: <a href="https://www.onlinesbi.com/sbicollect/icollecthome.htm?corpID=646425">https://www.onlinesbi.com/sbicollect/icollecthome.htm?corpID=646425</a> Step1. Click Check Box to proceed for payment. Step2. Select S and P Tender Fee and EMD. Step3. Fill all Details and Submit <i>(The online payment receipt should be submitted in the Technical e-bid)</i>
Opening of Technical Bids	Bids shall be opened online
Contact information	Deputy Registrar (Administration) Indian Institute of Technology Bhilai, GEC Campus, Old Dhamtari Road, Sejbahar, Raipur 492015 Chhattisgarh Phone: +91-771-2973602 Email: <a href="mailto:administration@iitbhilai.ac.in">administration@iitbhilai.ac.in</a> <b>Email: <a href="mailto:hostel@iitbhilai.ac.in">hostel@iitbhilai.ac.in</a></b>
Tentative date to commence the Operations	23 <sup>rd</sup> December 2021

*In the event of any of the above-mentioned date being declared as a holiday / closed day, the tenders will be opened on the next working day at the appointed time. Manual bids shall not be entertained. Copy of Tender document is available in CPP Portal ([URL:https://eprocure.gov.in/eprocure/](https://eprocure.gov.in/eprocure/)) and Institute website i.e. [www.iitbhilai.ac.in](http://www.iitbhilai.ac.in). Instructions regarding submission of online bids are available at URL: <https://eprocure.gov.in/eprocure/> Please keep visiting our website for any corrigendum/ amendments and submit the bid documents accordingly. Changes made in the tender documents due to reasons beyond.*

**Catering and Mess Services for Hostel Castle Dio**

the control of the Institute will be uploaded on the website only and no additional notification will be issued in Newspaper

**Deputy Registrar  
(Administration)**

**CALL INSTRUCTIONS FOR ONLINE BID SUBMISSION**

Department of Expenditure has issued the directive to publish the tender document on the Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. The bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. For more information bidders may visit the CPP Portal <http://eprocure.gov.in/eprocure/app>.

**Registration Process**

1. Bidders to enrol on the e-Procurement module of the portal <http://eprocure.gov.in/eprocure/app> by clicking on the link “Click here to Enrol”. Enrolment on the CPP Portal is free of charge.
2. The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
3. Bidders to register upon enrolment their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
4. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. *Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.*
5. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

**Tender Documents Search**

1. Various built-in options are available in the CPP portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, location, date, value, etc.
2. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
3. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
4. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

**Bid Preparation**

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
4. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with **100 dpi with black and white option**.
5. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**Bid Submission**

1. Bidder to log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder to select the payment option as "Off-line" to pay the tender fee/ EMD wherever applicable and enter details of the instrument.
4. A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
5. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
7. The uploaded tender documents become readable only after tender opening by authorized bid openers.
8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

**Assistance to Bidders**

1. Any queries relating to tender document and terms and conditions contained therein should be addressed to Tender Inviting Authority or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is **0120-4200462, 0120-4001002, 0120-4001005**.

**General Instructions to The Bidders**

- The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app> only. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- Possession of Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/ e-Token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".

Bidders are advised to follow the instructions provided in the "Instructions to the Tenderers for the e-Submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>."

**1. Introduction to the Institute**

IIT Bhilai is an autonomous academic institute under Ministry of HRD, GoI and is desirous of engaging the service provider for providing “**Catering and Mess Services at Hostel Castle Dio**”.

The interested bidders **must** visit the campus premise to acquaint themselves with the scope of the services and other requirements. In case of additional requirement in other location/ building of institute other than the mentioned buildings, additional contract may be entered into on pro-rata basis.

**2. Minimum Eligibility Criteria cum Checklist**

IIT Bhilai has set up minimum eligibility criteria for the bidding purposes. All bidding parties must meet following criteria before they apply for the bid. The bidding parties meeting the criteria must enclose their supporting documents along with the technical bid.

S. No.	Eligibility Criteria	Checklist (Y/N)	Page No. #
1	Minimum 03-year’s experience of Mess services in Institutes of Higher Education. The bidders having experience only in the Cafeteria (snacks & beverage services) will not be considered.		
2	The annual value of single largest contract at a unit should be not less than Rs.75 lakh per annum on a daily operation on the basis of the performance of the tenderer for the past years. (Supporting documents must be attached along with technical documents).		
3	Performance certificate or recommendation from at least 03 reputed organizations/ educational institutions where they have been providing similar services in the last 05 years signed by an authorized signatory. <i>(Performance certificate must be attached along with technical bid).</i>		
4	Fresh Solvency certificate from scheduled or nationalized bank for up to Rupees 60 Lakhs.		
5	Last three years' duly audited balance sheet with a minimum turnover of Rupees One Crore Fifty Lakhs per annum in Catering and Mess services along with P&L Statement. (Annexure “I” must be filled along with Audited balance sheet for last three FY).		
6	Copy of last three years Income Tax Returns:a. 2017-2018: b. 2018-2019: c. 2019-2020:		
7	Should possess statutory requirements such as labour license, Municipal Food License/FSSAI PF, ESIC, Sales Tax, Service Tax, Shop and Establishment Registration Certificate and PAN card for their existing businesses. (Annexure “I” for PF and ESI Registration details must be filled along with supporting documents).		
8	The firm has to bid for all the items mentioned in the tender document. The tender document will not be considered valid in case of non-fulfilment of this criterion or a partial quotation		
9	The firm should have valid ISO certification 9001:2015 & 22000:2018.		
10	Submission of duly filled and signed Declaration letter. Incomplete forms in any respect would summarily be rejected.		
11	The Tenderer signs and seals on each page of the Tender documents.		

**NOTE: Bidders must submit the documentary proof in support of meeting the minimum eligibility criteria. Simply an undertaking by the Bidder for any item of the criteria shall not suffice the purpose. All the documentary proof must be listed on the letterhead, to be submitted with the technical bid. Technical Bid which is not accompanied by these documents would be summarily rejected. List of customers with address with contact number & E-mail id, period of services provided etc. to be furnished by the bidders in appropriate format.**

**A Committee constituted by IIT Bhilai would appropriately decide on acceptance of tenders having minor deviations in the criteria mentioned above. The institute reserves the right to accept and reject any bid.**

It may also be noted that IIT Bhilai is presently operating two mess in Campus viz. (i) Castle Ena Mess with approx. strength of 300 students & (ii) Castle Dio Mess with approx. strength of 280 students. The present tender is for Castle Dio Mess. As a policy matter, IIT Bhilai has decided that any particular bidder can only cater to a maximum of 450 students at IIT Bhilai during one academic year. Thereby, both mess will have different caterers.

### **3. Instructions to Bidders**

- a) Bidder should take into account notifications, corrigendum published, if any on the tender document before submitting their bids. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid.
- b) The Bidder shall give an undertaking that he/ she will comply with all conditions in the tender documents. For this purpose, the tender documents shall be completed in all respects and duly signed, numbered and stamped on **each page by the Bidder**.
- c) **The two-bid system will be followed for this tender. In this system, online offer should be submitted under TWO-BID System in two separate e-packets i.e. "Technical eBid" and "Commercial eBid".**

***Envelope 1: should contain technical e-bid consisting of***

- a. Tender/ EMD fee details with receipt
- b. Documents in support of minimum qualification required for bidding
- c. Details of works of similar class completed as on the last date of submission
- d. Copy of Solvency Certificate as per the format (original will be required)
- e. Declaration letter

***Envelope 2: should contain Commercial e-Bid consisting of BoQ in xls (excel format)***

- d) Each page of the bid should be numbered properly.
- e) The technically qualified bidders are required to make a presentation on certain parameters before the committee. These parameters carry marks based on which the final score of the tenderer for evaluation.
- f) The financial bids of only those Tenderers whose technical Tenders are recommended by Tender Committee will be opened at a later date after evaluation of the technical bids. The date & time of opening the financial bid will be intimated to the Tenderers in advance through email & telephone. The offer of the Tenderer shall be valid for 06 (Six) months from the last date of submission of Tender/ revised offer (if any).
- g) In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competence of contractors to provide high quality services according to the time schedule and in close coordination with other agencies.

- h) Hypothetical / Conditional, Incomplete bid will not be entertained & will be summarily rejected. Please note that the bidder must quote for all the categories mentioned in the tender.
- i) The period of contract would be for ONE YEAR from the date of award of the contract and it may be further extended for another one year on the satisfactory performance of service provider. The performance of the service provider will be evaluated on yearly basis.
- j) The Institute reserves the right to modify the conditions of the tender, at any time, without assigning any reasons for the same.
- k) IIT Bhilai reserves the right to accept/reject any Tender in part or full, without assigning any reason whatsoever.
- l) If the last date of receiving/opening of the Tenders coincides with a holiday, then the next working day shall be the receiving/opening date.

**4. Scope of Work**

a) Broadly the services involve following tasks:

- Catering and Mess Services for Students including special buffet.
- Catering services for workshop, programs, meeting etc. as per requirement.
- Running of Night Cafeteria

**Menu & Timing of Students Dining Hall**

- Menu will be decided in consultation with the representative of the students' committee.
- Every month representatives of students' committee will meet the concerned in-charge to decide the menu.
- Special diets (for students who are sick) would be organized on request.
- **It is expected that in the hostel there would be around 300-320 students but considering COVID19 condition the vendor is asked to quote the price for three different student strength i.e. above 270, between 175-270 and less than 175. The price quoted for the first two student strengths shall be part of the financial evaluation and it is expected that the bidder should quote reasonably for the third category as well. The details are mentioned in the evaluation scheme."**
- *Tentative Timings of the Students Dining Hall (All 7 days) for IIT Bhilai*

<b>Particulars</b>	<b>Timings</b>
Breakfast	08:00-10:00
Lunch	12:30- 15:00
Dinner	20:00 - 22:00
Night Cafeteria	22:00 – 02:00

\* Dining Hall timings may vary as per the requirement and the same will be intimated.

Apart from this the caterer can also provide ready to items like Chips, Biscuits, Soft Drinks, Ice Creams, and other packed refreshments, which can be purchased by the students.

**Night Cafeteria**

- a. The price list of the items to be served in cafeteria is to be attached along with the maximum chargeable prices with price bid. Any changes to this list can be made only after consultation with and approval of the Institute.
- b. In respect to packaged products (biscuits, soft drinks, chips, ice creams, sandwiches, precooked snakes etc.), the Caterer has to ensure –
  - i. The Availability of sufficient stock of all commonly consumed eatables and beverages.
  - ii. The quality of the available brand is as suggested by the Mess committee.
  - iii. They are sold on MRP or less.
  - iv. Proper presentation and a decent display / refrigerated transparent shelves of good quality.

### Services for Special Occasion

If at any time during the existence of the contract the Institute desires to utilize the services of the contractor for any special occasion or otherwise, the contractor will arrange the same at the rates mentioned in the tender or to be mutually agreed upon (provided the items are outside the rates of the items already included in the Tender). Similarly, in case the Institute desires to include any new items in the contract for food the same will be negotiated with the contractor.

### Scope of work by contractor

- i. All items including gas refilling, raw materials for the preparation of food items, housekeeping materials, manpower, Mess maintenance and other jobs, miscellaneous works, etc., shall be under the scope of the Contractor. The rates quoted by the tenderers shall be inclusive of the above services.
- ii. Material to provide: soap, cleaning material or anything, which is required to run the services.

### Maintenance and other jobs

- a. In addition to providing cooked food and serving, as detailed out in this document, the contractor is also responsible for upkeep (except painting/colour wash) of Mess Building and surrounding area, furniture provided by the Institute including repair/replacement due to damage made by the Contractor's personnel. The inter-carting cylinder from filling area of LPG cylinders for cooking will also be the responsibility of the Tenderer.
- b. The Scope of Work to be executed on this head is detailed in the tender document. Failure on the part of the Contractor to execute the work under this clause, the Institute will make its own arrangements to execute the same and the actual cost incurred plus 15% for undertaking the jobs will be recovered from the running bills of the Contractor.
- c. The following activities including all cleaning activities/disposal of Mess waste, upkeep of in and around the Mess, kitchen, dining halls and all conference halls (after service) are in the scope of the contractor. No separate charges will be paid for these activities /disposal of Mess waste, etc.
- d. Mess Sewage Lines/Pits/Toilet Cleaning
- e. Cleaning the sewage water lines (both opened and closed), manholes and pits around IIT BHILAI Mess periodically by deploying adequate and trained manpower to maintain the line clear of all waste and other foreign materials.
- f. Remove Mess waste from the sewage lines running in and around the Mess (opened & closed), manholes and pits on regular basis and store it into the drums. Also, the food waste, vegetable leaves and any garbage to be safely removed by separate motor vehicle (ref. to the clause under "Transportation") on daily basis and properly disposed outside the premises. The required manpower vehicle/ trolley, drums, bucket and other cleaning equipment/appliances, etc. for clearing / cleaning / transporting the Mess waste shall be arranged by the Contractor at his own cost.
- g. Mess waste solids blocked into the drainage are to be collected then and there and dumped into the big plastic buckets to be kept for the purpose by Contractor. The waste /solids kept in the drums to be transported daily to garbage, vermin compost and disposed off safely and in eco-friendly manner.
- h. Clean the strainers fixed in the drainage line regularly to remove the choke for free flow of water. The strainer should be placed in its position always.
- i. The service providers shall ensure that solid waste materials are not dumped into the drains. All such solid wastes must be removed from the utensils prior to washing. Any block either on the sewage lines (open and closed), manholes and pits shall be removed then and there by deploying additional manpower as required. No extra cost will be paid for such work.
- j. If by chance, solids get accumulated, the Contractor should employ more men for one-time



- clearance. No extra payment will be paid for such work.
- k. All tools and tackles required to perform the subject work shall be arranged by the Contractor at his own cost.
  - l. Mess toilet (men/women)/ change house provided by the Institute for the workmen are to be cleaned daily and always kept neat and tidy.
  - m. The required cleaning materials/ consumables such as buckets, broomsticks, Floor wiper with stick, Cotton swabs with stick and chemicals/Detergents, Vim, cheap cloth, duster cloth, Perfume room spray, Plastic hand brush, table cleaning wiper, fly kit, nylon brush, cobweb with stick Naphthalene balls, etc. shall be arranged by the Contractor at his own cost.
  - n. The contractor should keep a FIRST AID kit for employees in the Kitchen area.
- # The service provider shall keep spoon/fork, bread toaster, cornflake machine, crockery/cutlery of good quality, jugs of standard variety, salt/pepper container, napkins and any other items ordered from time to time in each dining hall. Provision for refrigerator/cold storage shall be made in each dining hall for storage of items for sale.*
- ## Sterilization of plates, spoons, tumblers etc., and cleaning of utensils/ cutleries / glassware, etc. should be properly done by the Contractor and the cleaning materials required for this purpose shall be at Contractor's expense. **The contractor should mandatorily use automatic dishwasher machine***

**Procurement of ingredients for cooking**

- a) The Service Provider shall place necessary orders with the suppliers in connection with the running of the Mess in his own name and ensure that adequate stock is kept at all times, at his own cost.
- b) The service provider should use the raw material as per below mentioned table. Any deviation from the table should have prior approval from the hostel warden

**Quality of raw materials & brand to be used:**

Item	Brand
Salt	Tata, Annapurna, Ashirvaad, Captain cook
Spices	M.D.H. Masala, Knorr, Catch, Everest, Mothers, Nilons, MTR, Priya
Oil (Sunflower)- Refined	Sundrop, Emami, Saffola, Fortune <b>Use Hydrogenated (vanaspati) oil is strictly prohibited</b>
Ketchup	Maggi, Kissan, Heinz, Del Monte, Sam's, Ching
Pickle	Mother's, Priya, Tops, Nilon's, MTR, Bedekar
Atta/ Maida	Ashirvaad, Pillsbury, Annapurna, Samrat, Shakti Bhog
Instant Noodles	Maggi, Top Ramen, Yippee, Ching's secret,
Flavoured drinks	Rasna, Roohafza, Mapro
Papad	Lijjat, Ganesh, Shreeji, Ramdev
Butter	Amul, Mother dairy, Govardhan, Britannia, Kwality <b>(use of Margarine or any other butter substitutes are prohibited)</b>
Bread	Modern, Kwality, Britannia, Nice
Cornflakes/Chocos	Kellogg's
Jam	Kissan, Tops, Mapro, Druk, Maggi,
Ghee	Amul, Mother Dairy, Britannia, Nestle, Everyday, Govardhan
Frozen yogurt	Mother dairy, Amul
Cow Milk (Half Cream/non-toned)	Amul, Mother Dairy, Govardhan,
Paneer/ Cheese	Amul, Mother Dairy, Gowardhan
Tea	Brooke bond, Lipton, Tata, Tetley, Godrej
Coffee	Nescafe, Bru, Tata, MR
Ice Cream	Amul, Mother Dairy, Kwality wall's, Natural's, Havmor, Vadilal. Dinshaw's,

Soya	Nutrela
Rice	Kohinoor, HMT, Kalimuch
Basmati Rice for special rice	Every day, Daawat, Kohinoor
Sugar	Madhur, Mantra, Satyam, materials from Dmart / Big Bazaar / Bigbasket
Sauce (Chilli , Garlic , Soya, Manchurian, Tomato)	Maggi, Kissan , Sam's, Cremica, Tops, Chinzs
All non-Branded	As decided by the Mess committee

#Caterers may be allowed to use any other FSSAI approved brands only if permitted by the Mess Council, in writing. These practice is mandatory which is to be followed.

**Transportation:**

- a. The Contractor shall make his own arrangements for transportation of the prepared foodstuff to the Mess and to the various service points. The Contractor shall ensure adequate protection against seasonal weather conditions by transporting the food items by his own motorized conveyance/ closed cycle trolleys as may be necessary at his cost and for ensuring satisfactory and timely service.
- b. IIT BHILAI will not provide any facility for transporting the food items to various service points within the Institute.
- c. The rate quoted shall be inclusive of these provisions.

**5. Other scope of work**

- a) The Institute will provide basic infrastructure such as dining area, kitchen area and storeroom. IIT Bhilai will also provide dining table, chairs, SS Table and a deep freezer. Any other thing which is required for providing services should be brought by the vendor.
- b) In the event of disruption of water supply on account of power failure, the Service Provider shall make his own arrangement for supply and storage of water in the Mess for smooth running of the Mess. In the event of power failure, the Service Provider should make his own arrangements for grinding etc., at his own cost.
- c) Further, any loss towards theft or breakage of such equipment furniture, fixtures, cold storage facilities, utensils and all other Mess equipment supplied will be borne fully by the Contractor.
- d) Institute will supply water.
- e) Electricity charges as per the monthly consumption and the vendor has to pay the same on a monthly basis. The Contractor shall be responsible for and ensure proper and optimal utilization of the facilities like equipment, water to be provided by the Institute, without abuse or excess use and shall follow and obey all instructions or directions as shall or may be given by the Institute or its authorized representative from time to time.
- f) The Contractor is expected to deploy service personnel who can communicate in English/ Hindi with the users.
- g) The Contractor shall make available adequate manpower in appropriate attire for serving food items during the above occasions. They shall bear a pleasing personality and pleasant disposition and maintain highest standards of discipline and hygiene. Floor managers appointed by the Contractor for managing the affairs and supervision of each mess shall be physically present in the Mess while food is served.
- h) The Contractor will name a single point contact person preferably a Manager having experience in Catering and Mess establishment, who will be finally responsible for the entire Catering and Mess operations of the Contractor at IIT BHILAI and will be available on full time basis to manage the operations at IIT BHILAI.

**Catering and Mess Services for Hostel Castle DIO**

i) ~~The Institute has the right to specify the minimum number of manpower required to run its Mess~~ and to demand for additional persons for Special services as and when required. The Contractor should also **deploy adequate manpower exclusively for the maintenance of cleanliness inside/surrounding the Mess premises, dining halls, dining table and chairs, ceiling fans, exhaust, tube fittings and other equipment** (including lavatory and bathrooms attached for the specific use of the Mess contract workmen).

# The below table is minimum indicative number for cook and manager. If required, the bidder should allocate more staff for smooth functioning of the mess/services.

S. No.	Staff Category	Minimum Number of staff to be employed	Eligibility/ Experience
01.	Cooks	02	At least 5 years' experience in cooking food for hostel mess with minimum diner strength of 250
02	Manager	01	Should know Hindi and English (a) Graduate with 5 years of similar work experience OR (b) Diploma with 8 years of work experience.

- j) The Contractor shall ensure that the Mess premises are not used for any purpose other than activities related to the maintenance and running of the Mess for IIT BHILAI. The contractor will not facilitate any illicit consumption (such as beedies/ cigars, alcoholic beverages or narcotic substances) or immoral activities in the Campus. Stern action will be taken against the Contractor if she/he or his employees are found violating this norm.
- k) The responsibility of cleaning the Mess premises, daily/routine including fans, glass panes, walls, etc. will be the sole responsibility of the contractor. The responsibility of safe disposal of all the bio-waste and other garbage materials will also be the sole responsibility of the Contractor. However, Institute may choose, at its discretion, to give any support to the Contractor.
- l) The performance of the Catering and Mess services provided by the Contractor at IIT BHILAI will be continuously monitored by IIT BHILAI officials or any other mechanism set up by the Institute. The Contractor will be required to quickly and satisfactorily implement the instructions or suggestions arising thereof.
- m) The caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Gol norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities.
- n) The contractor should provide adequate manpower and maintain Catering and Mess service without any disruption. The Contractor shall always also provide a Manager to be present the Mess is open, to monitor day-to-day functioning of the Mess.
- o) No person shall be deployed for any job under this contract, if he is less than 18 years of age.
- p) The Service Provider shall be solely responsible for any damage to the property of IIT Bhilai and of personal injury and death which arise during and in consequence of the performance of the contract are the responsibility of the Service Provider. whether accidental or deliberate, caused by him, his agents or servants

**6. Evaluation Scheme:**

- a) Technical bids will be opened first and evaluated based on the documentary and evaluation criteria

including minimum eligibility criteria stipulated in the tender document. Commercial bids of only technically qualified eligible bidders will be opened.

- b) QCBS method with 60% weightage to technical and 40 % weightage to financial Marking scheme for technical criteria will be followed for this tender.
- c) **On the basis of submitted documents as per format enclosed in Annexures I-VI:** Evaluation will be based on a composite score. The composite score will be calculated as described below

Sr. No.	Particulars	Max Marks	Criteria
1.	Financial Strength: Average annual Turnover in the last 3 Financial Year. Details to be filled with Annexure II.	5 Marks	I. 5 marks above 25 cr. II. 4 marks between 20-24.99 cr. III. 3 marks between 15-19.99cr. IV. 2 marks between 10-14.99 cr. V. 1 marks between 5-9.99 cr.
2.	Details of major previous work during the last 5 years and past experience in carrying out similar works for serving with Experience Certificates with minimum dining of 250. If a vendor is serving in two mess or higher in single Institute that would be counted as two or higher subjected to the bidder submits the required document for proof. Details to be filled with Annexure III.	15 Marks	I. 4 marks each would be awarded for serving in each IITs, NITs, IIMs, IISERs, AIIMS and IIITs if number of diners is more than 1000 II. 3 marks each would be awarded for serving in each IITs, NITs, IIMs, IISERs, AIIMS and IIITs if number of diners is more than 750-999. III. 2 Marks each would be awarded for serving in IITs, NITs, IIMs, IISERs, AIIMS and IIITs if number of diners is between 500-749. IV. 1 mark would be awarded for serving in each IITs, NITs, IIMs, IISERs, AIIMS and IIITs if number of diners is more than 250-499.
3.	Feedback Performance of at least 3 reviews from any Institutes of Higher Education availing the services of the vendors in the last five years of at least 250 diners as per format in Annexure IV, anything other than the given format will not be considered.	10 Marks	I. 10 marks for average feedback above 8 II. 8 marks for average feedback between 7-7.99 III. 6 marks for average feedback between 6-6.99 IV. 4 marks for average feedback between 5-5.99 V. 2 marks for average feedback between 4-4.99 VI. 0 marks for average feedback less than 4
4	Number of on-roll Manpower in Catering and Mess Services.	5 Marks	I. More than 500: 5 marks II. 400-500: 4 marks III. 300-400: 3 marks IV. 200-300: 2 marks V. 100-200: 1 marks

## Catering and Mess Services for Hostel Castle Dio

5	Continuous Work experience in any IITs, NITs, IIMs, IISERs, AIIMS and IIITs. Details to be filled with Annexure V.	10 marks	<p>I. 5+ years of continuous service experience would be awarded 5 marks</p> <p>II. 3-4.99 year of experience would be awarded 3 marks</p> <p>III. 2-2.99 year would be awarded 1 marks</p>
6	Technical Presentation	15 marks	Bidder would be evaluated based on the presentation. (should be focussed on different aspects like, action plan, use of modern techniques, manpower, hygiene and cleanliness, serving of veg & non-veg, attendance of students mechanism)

- d) After the technical evaluation, the financial bids of only those bidders will be opened who clear the Technical bid. The cost evaluation will be done under Combined Quality cum Cost Based Systems and the bidders who scores highest marks will be selected. The committee will decide the cutoff marks for Technical qualification.
- e) The financial offers of only the shortlisted bidders (technically qualified bidders) will then be opened. The lowest bid shall be given a financial score (FS) of 40 points. The financial score (FS) of other bidders will be determined using the formula:  $FS = 40 * FP / F$ , in which FP is the lowest financial bid, and F is the financial bid of the particular vendor. Scores obtained on financial offer will be added to scores obtained on technical offer to get a consolidated score (CS) according to the formula:  $CS = TS + FS$ . Bidder with the highest consolidated score will be selected. If there is a tie in the overall score, the vendor with the higher score on the financial offer will be selected. Price of Bid(F) will be calculated based on below formula & lowest price of bid among the all bidder shall be taken as FP:  
 $Price\ of\ bidder = 0.50 * X + 0.25 * Y + 0.25 * Z$   
 Where X= price quoted for standard menu (Daily Basis) above 275 students  
 Y = price quoted for standard menu (Daily Basis) between 175-275 students  
 Z = price quoted for executive menu (Daily Basis).

An example for financial score is shown below, the below-mentioned price is only for illustration and should not be taken as the expectation from the institute or any kind of guidance for financial bid.

Menu	Meal	Standard Menu		Executive Menu
		Cost above 275	Cost between 175-275	
Standard	Brkfst	40	45	60
	Lunch	55	60	85
	Snacks	20	25	NA
	Dinner	55	60	85
<b>Total</b>		170	190	230

Price of bidder =  $0.5 * 170 + 0.25 * 190 + 0.25 * 230 = Rs\ 190/-$

- f) Further discussions related to the awarded scores by the committee will not be entertained.

7. Tentative Menu:

<b>Standard Category</b>		
Items	Menus	Compliance (Yes/ No)
Breakfast	<ol style="list-style-type: none"> <li>1. Corn flakes/Wheat flakes/Chocos</li> <li>2. Idli-sambar/Dosa/Stuffed paratha/Chole Bhaturey/Wada Sambar/ Upma/ Puri Bhaji/Poha</li> <li>3. Slices of plain bread(white/Brown) and toasted with Jam/Butter</li> <li>4. Eggs (Boiled/Scrambled/Omelette)- 02 piece per student</li> <li>5. Fresh Fruits (pineapple/Apple/Banana etc.,) approximately 100gm</li> <li>6. Milk (250ml)</li> <li>7. Tea or Coffee</li> </ol>	
Lunch	<ol style="list-style-type: none"> <li>1. Green Salad</li> <li>2. Plain Curd/Raita/ Lemon Juice etc</li> <li>3. Fresh seasonal fruits (150gm).</li> <li>4. Pickles/Fryums</li> <li>5. Roti-plain tawa/Butter Roti</li> <li>6. Dal fry/sambar/Rasam</li> <li>7. One vegetable with gravy (like Chola, Rajma, Lobia, Kofta, Aloo Gobhi Matar, etc.)</li> <li>8. Rice</li> </ol>	
Evening Snacks	<ol style="list-style-type: none"> <li>1. Samosa/Wada/Kachori/Sandwich/paneer Pakoda/Pav-bhaji/ Idlifry/ Chat/ Pasta/ Maggi/ Chowmein/ Veg Roll/ Vada Pav/Cutlet, sauce/ chutney</li> <li>2. Tea and Coffee</li> </ol>	
Dinner	<ol style="list-style-type: none"> <li>1. Green Salad</li> <li>2. Papad/Fryams/pickles</li> <li>3. Plain Curd/Raita/ Lemon Juice etc</li> <li>4. Roti-plain tawa/ Butter roti</li> <li>5. Dal fry/sambar/Rasam</li> <li>6. #One seasonal green vegetable dry (4 day/week) (on other 3 days this would be replaced by Non-veg item)</li> <li>7. #One vegetable with gravy (like Paneer, Chola, Rajma,Lobia, Kofta, Aloo Gobhi Matar, etc.) (4 days/week)</li> <li>8. Rice Plain/Jeera/Biryani/Pulav/equivalent Sweet dish (ice cream/ halwa/gulab jamun/kheer/ sewai/fruitcustard)</li> </ol>	

- a) Food should be served unlimited unless specified.
- b) #In standard menu, dinner 1 Veg item (3 days/week like butter paneer masala, palak paneer, shahi paneer, baby corn gravy, mushroom gravy etc.) and 1 Non-Veg item (3 days/week like egg curry, chicken curry, fish curry, chicken biryani with gravy) must be made available by replacing veg item (S.NO. 6 and 7 of dinner menu) from above table. Either student can take veg or non veg items. If biryani is served there is no need to keep normal or fried rice on that day.
- c) Tea/Coffee, Biscuits, readymade snacks, Cold Drinks, Namkeen, Chips, Fruit Juices should be made available from morning at 8:00 AM to 02:00 AM at night in the cafeteria on paid basis.

d) In health issues, light food and fruits need to be provided instead of regular mess menu. The mess manager will be pre-informed.

**# In addition to the standard meal, there will be a provision for Three (3) Special Buffet Dinner for Students organized by the students every year on special occasions without any extra cost.** The menu for Buffet lunch is as follows:

Starters	Soup Pakoda/Tikka/Cutlet (Paneer/Chicken)
Main Course	Roti/Lachha Paratha One Veg Curry (Paneer Lachhedar/ Shahi Paneer or any other equivalent curry as requested) Dal Tadka/Dal Fry Pulao (Kashmiri Pulao, Shahi Pulao or any other equivalent item as requested) One stuffed Seasonal Veg Papad, Pickle, Salad, Curd
Non-Veg	Chicken/fish curry (Item to be decided based on mutual consent)
Sweets	Rasmalai/ Rasgulla/ Kaju Katli etc.
Ice Cream	Butterscotch/ Chocolate etc. Preferred brand – Amul, Kwaliti, Dinshaw
Cold Drinks	Mountain Dew/ Fanta/ Maaza, etc .

**Executive Category**

The below menu is applicable for requisition for workshop, meetings or any other purpose as per requirement

Items	Menus	Compliance (Yes/ No)
Breakfast	<ol style="list-style-type: none"> <li>1. Cornflakes or Wheat Flakes with milk</li> <li>2. Fresh fruits</li> <li>3. Slices of plain bread (White /Brown) &amp; toasted with Jam &amp; Butter/ sandwich</li> <li>4. Idli-sambhar or Veg Cutlet or Stuffed paratha or Chole Bhaturey or Wada-Sambhar or Puri Sabji or Poha.</li> <li>5. Tea/Coffee</li> </ol>	
Lunch & Dinner	<ol style="list-style-type: none"> <li>1. Veg starters</li> <li>2. Veg soup</li> <li>3. Salad-Green Salad and pickles</li> <li>4. Plain Curd/Raita(boondi/veg/pineapple/)</li> <li>5. Fresh seasonal fruits.</li> <li>6. Roti-plain tawa/Butter Roti</li> <li>7. Dal fry/Dal Tadka</li> <li>8. One seasonal green vegetable dry</li> <li>9. Paneer Sabji (Paneer butter masala/paneer Chatpata/kadai paneer)</li> <li>10. Rice Plain/Jeera/Biryani</li> <li>11. Sweet (Gulab Jamun(02 piece), rasmalai,ice-cream)</li> <li>12. Fennel Seeds Saunf, Mishri or any other mouth freshner.</li> </ol>	

Evening Snacks	<u>High tea:</u> <ol style="list-style-type: none"> <li>1. Pastry/Sweet</li> <li>2. Samosa/Kachori/Bread Pakoda/Sandwich</li> <li>3. Veg Pakoda/French fries/ cutlets</li> <li>4. Cooldrink/Juice packaged/Tea/Coffee</li> <li>5. Fruit salads/ Roasted dry fruits</li> </ol>	
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The bidder should separately quote for the non-veg item, which may be included in the executive menu as per the requirement. The non-veg item price should exclusively based on the type of starter or mentioned main course. If somebody orders the non-veg item than the below mentioned price will get added up in the above quoted executive price

<b>Non- Veg Menu</b>	<b>Compliance (Yes/ No)</b>
a) Non-Veg Starter – Chicken Tikka or Fish Tikka or Chicken Kebab or Non-Veg Soup (Chicken Soup)	
b) Main Course –Non- Veg, Item (Chicken, Fish etc).	

**Menu for Routine Meetings**

S.No.	Menus	Compliance (Yes/ No)
1	Tea / Black Tea/Green tea/Lemon tea	
2	a. Coffee b. Cold Coffee	
3	Tea+ atleast 4 pcs Biscuits (Good day, Parle etc.)	
5	Soups (Tomato / Clear Veg. / Sweet Corn etc.)	
6	Freshly prepared Drinks a) Lime Juice b) Fresh Juices	
7	Atleast 10 pieces Roasted Almonds / Cashew	
8	Freshly prepared Snacks (sandwich/ samosa/ kachori/ onion pakoda/ veg cutlet or as per order)	
9	Sweet Dish (Cup Cake / Pastry / Brownie / Sweet etc)	

**8. Penalty**

- a) Any member of the designated student committee or officer-in-charge or any authorized person can inspect the mess, kitchen or any process without any prior notice to caterer.
- b) In case of any discrepancy (in terms of palatability of food or hygiene) or any case of negligence, appropriate punitive action shall be taken.



c) Penalties would be levied for:

- Partially cooked food
- Foreign particles found in food
- Using sub-standard raw materials
- Unhygienic cooking and food & waste handling conditions
- Any other condition as mentioned below.

**Non-Compliance**

The Hostel Management shall review the service performance of the caterer through regular inspection visits and meetings scheduled every quarterly. It is mandatory the caterers (or their official designate) should attend these meetings without fail. Based on the feedback of the students and the officer-in-charge of the mess/dining facility sent to Chairman (Hostel Management Committee), using the scheduled format as given, the applicable non-compliance charges shall be levied upon the caterer.

S.No	Description	Excellent	Very Good	Good	Average	Poor	Very Poor
		(10 points)	(8 points)	(6 points)	(4 points)	(2 point)	(0 point)
1	Quality of Food Served (Double Weightage)*						
2	Quantity of Food Served as per the requirement						
3	Cleanliness, Hygiene and Waste disposal						
4	Catering Service and Punctuality						
	Total						

*\*Obtained points will be multiplied by two*

Based on the points obtained in the performance evaluation, the following deductions shall be made from the monthly bill, payable to the caterer.

S. No.	Points	Percentage Deduction
1	30-50	Nil
2	20-29	2 %
3	16-19	4 %
4	11-15	8 %
5	10 and below	10 %

The final decision on the feedback evaluation points will be carried out by the Hostel Management Committee. The caterer is expected to get overall “good” and at least “average” in each category in all months. “Very poor” in any month and “poor” twice in a row will attract additional penalty of Rs.5000/- and / or termination of contract.

Graded penalty clause for any particular non-compliance in a day

Calculation of Penalty:  $X = 0.1 \times (\text{daily rate}) \times \text{number of students allotted in the mess}$

S.No	Basis	Penalty (first instance)	Repetition of the violation (n:number of repeated instances)
1.	<ul style="list-style-type: none"> <li>• Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails pieces of plastics etc.</li> <li>• Other items like cockroaches, flies, insect etc., in cooked food</li> <li>• Presence of hair in dishes</li> <li>• Using of non-branded or any other brand as specified in the tender without approval</li> <li>• Usage of spoiled/stale food ingredients eg: rotten vegetables, infected grains, expired items</li> </ul>	X	$1.5 \times n \times X$
2	Unclean Cutlery/ Sterilization process not followed	$0.5 X$	$nX$
3	Noncompliance with workers dress Code	$0.3 * X$	$n * X$
4	Noncompliance with the rule stating about number of staying overnight in the mess.	$0.4 * X$	$n * (0.4 * X)$
5	Poor maintenance/tampering of the drainage system	$0.4 * X$	$n * (0.4 * X)$
6	Mess personal found violating hygiene standards eg.: usage of gloves and caps	$0.2 * X$	$n * (0.2 * X)$
7	Misbehavior of mess personnel in the mess	Misbehavior of mess personnel in the mess	
8	Insufficient quantity of food, food getting over before the allotted time.	$0.5 * X$	$n * (0.5 * X)$
9	Protocol violations regarding waste disposal.	$0.2 * X$	$n * (0.2 * X)$
10	Not keeping the complaint register	$0.2 * X$	$n * (0.2 * X)$

**Penalty for withdrawal of services before the period of contract**

In case caterer withdraws its services before the period of contract, it will not be permitted to participate in any catering tender in IIT Bhilai Campus for a minimum period of 5 years besides invoking of Performance guarantee.

**9. Other terms and conditions of contract**

- a) IIT BHILAI at all times reserves the right to inspect eatables, beverages, food, etc. prepared by the Contractor to ensure quality. Such items, which are rejected by the duly authorized officials of IIT BHILAI during inspection, should not be used for services in IIT BHILAI Mess and should be disposed / cleared from the premises immediately. The Contractor should ensure that there is no disruption to the Mess services on this account.
- b) The contractor shall comply with the standard operation procedures without fail on an on-going basis and a docket in this regard will be maintained and updated on a daily basis and if called upon, the docket shall be produced before the competent authority of the Institute.

## Catering and Mess Services for Hostel Castle Dio

- c) The Service Provider shall arrange to carry out medical examination of his personnel at his own cost at periodic and regular intervals, so as to ensure that their workmen comply with all the rules and regulations in force from time to time regarding safety, Hygiene, Sanitation and Prohibition of smoking. Violations will be viewed seriously and the Officer-in-charge of IIT BHILAI will levy penalty as deemed fit as per the guidelines.
- d) IIT BHILAI reserves the right to advise the Contractor to remove from service any of the Contractor's workmen if any of such workmen's behaviour or conduct is not conducive for the General discipline, Safety, Hygiene and Security of the Institute or for any other reasons that the Institute may deem fit and the Contractor shall immediately comply.
- e) Personnel engaged by the Service Provider in the Mess must be properly attired for achieving a smart turnout and to meet the hygiene standards necessary for the job. They shall also be courteous to the employees of IIT BHILAI and permitted diners, in their interactions.
- f) The Service Provider will arrange to carry out, at his own cost, the verification by the Police Authorities of the character and antecedents of the personnel engaged by him for the job, and ensure that no person whose character and antecedents have not been so verified, shall be engaged in the Mess. Notwithstanding the same however, any person whose engagement is objected to by IIT BHILAI, shall be promptly replaced by the Service Provider.
- g) The Service Provider shall at all times comply with all Acts/Laws/Rules/Regulation and notifications including amendments regulating or relating to labour matters including any Laws relating to Contract Labour, employee welfare, food safety, occupational health and safety, sanitation, garbage disposal and environmental Technology. The Service Provider shall pay their Minimum Wages Act or under any other Statute/Rules/ Regulations as may be applicable from time to time. The Service Provider shall comply with all requirements of Contract Labour (Regulation and Abolition) Act, 1970 and all other statutory labour laws/regulations applicable to him from time to time. In particular, the Service Provider shall at his cost, obtain the required license under the Contract Labour (R&A) Act, 1970 before commencement of the job.
- h) The Service Provider shall make his own arrangements and at his cost, for the engagement of all staff and labour, local or other, and for their payment, housing, feeding, transport, medical and all allied expenses.
- i) The Service Provider will be the employer of all the workmen deployed for the Contract and in no case shall these personnel be treated as the employees of IIT Bhilai at any point of time.
- j) All risks of loss or of damage to property and of personal injury and death which arise during and in consequence of the performance of the contract are the responsibility of the Service Provider.
- k) The Service Provider shall be solely responsible for any damage to the property of IIT Bhilai whether accidental or deliberate, caused by him, his agents or servants.
- l) The Service Provider shall be personally responsible for any theft, dishonesty and/ or disobedience and discourteous behaviour on the part of the workmen/ supervisors so provided by him to provide this service.
- m) The Service Provider shall not transfer or assign or sublet any part of the service once agreed or any share or interest herein in any manner or degree directly or indirectly to any person, firm or company whatsoever.
- n) The bidder must have the required and valid statutory registration for rendering the Catering and Mess services.
- o) No legal proceedings(s) and/or Industrial dispute(s) claiming wages or any other payment from or employments with the principal Employers have been initiated by any present employee or previous employee of the bidder (if a company or proprietorship however previously designated) or of any partner of the bidder (if the bidder is a partnership firm). This will have to be supported by an appropriate declaration in the form of an affidavit which if found to be false could not only lead to criminal prosecution but could be attended by termination of the contract and award of the work to another caterer at the caterer's risk and cost.
- p) Notwithstanding anything stated in the Tender document, IIT Bhilai reserves the right to assess the

~~bidder's capability and capacity to perform the contract (should the circumstances warrant such as~~ **Catering and Mess Services for Hostel Castle Dio** assessment in the overall interest of IIT BHILAI) and decision of IIT, Bhilai in this regard shall be final and binding.

- q) IIT Bhilai shall inform the caterer of its requirements regarding Catering and Mess 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 caterer or his representative at IIT Bhilai.
- r) The bidders are requested to note that there will be a lean period for the business due to vacation, especially during April, May and June months.

**10. Period of contract**

- a) The period of contract will be one year with a built-in scheme for review of the performance at the end of each year, which may be further extended for another two years.
- 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 contractor 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 automatically terminate 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 contractor, 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 from the contractor (in addition to any other amounts, compensation and damage that the Institute is entitled to in terms of the contract or otherwise) from the security deposit or any other amounts due or becoming due to the contractor.

**11. Security Deposit**

After the finalization of Contract a performance / security guarantees equivalent to 5% of the total contract value has to be submitted by the contractor as Performance Bank Guarantee with the Institute in the form of DD/Bankers Cheque as bank guarantee, which will be refunded back to the contractor after successful completion of Contract period. However, if the Contractor does not maintain the Quality& Quantity Standards set by the institute. The Institute shall deduce a specified amount set by the committee as a penalty for non-compliance of standards, and the remaining amount shall be refunded back to the Contractor at the end of Contract period. Release of initial security deposit shall be on completion of the contract period. The security deposit will be released three months after successful completion of the contract. The institute reserves the right to modify the security deposit amount in view of number of diners availing mess facility

**12. Payment**

- a) All the bills for each month have to be submitted to the Administrative Section by 5th of each month for proper processing of payment.
- b) Payment shall be made on monthly basis based on the supporting documents.
- c) No interest will be paid on any deposit or withheld amount.

**13. E-Billing/ Cashless Transaction**

The Contractor is requested to procure e-bills to minimise cash transactions and install swapping POS swapping machines/ UPI QR Codes for cashless transaction.

**14. Taxes, Labour Laws and Other Regulations**

- a) The contractor 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 contractor 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 done or services rendered pursuant thereto.
- c) The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, C.L(R & A) Act, 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
- d) The Contractor 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 contractor shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing the P.F. and ESI contributions, with the authorities concerned
- e) The contractor shall be responsible and liable for all the claims of his employees.
- f) The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Assistant Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill be cleared only on the submission of the said license. The contractor 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 CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
- g) The contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work and submit a copy to Officer-in-charge within 30 days.

**15. Misconduct**

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

**16. Vacation of Premises**

The contractor shall give vacant possession of the facilities/premises made available to them by IIT Bhilai and return all furniture, fixture, equipment's and other items made available by IIT Bhilai 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 effected within 05 days of the completion of the period of contract or termination of the contract.

**17. 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.

**18. Quantum of Work**

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

**19. Mess Rebate to Students**

Students are eligible to get rebate from the mess bill. Every student who wishes to get rebate in the mess bill shall notify his period of absence from the mess to the office of the Hostel Management. Caterers will not be paid for the notified days of absence of the student. Each caterer shall be responsible for ensuring that the students who are given rebate are not allowed to dine during the period of said absence.

**20. Exit Clause**

The contract can be terminated by giving one-month notice period by the institute and three-month notice by the contractor.

**21. Force Majeure**

The contractor shall not be entitled to claim any compensation from IIT Bhilai for the loss suffered by him on account of delay by IIT Bhilai 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.

**22. Compliance with the Institute rules and Regulations**

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

**23. 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 Bhilai, Government Engineering College, Sejbahar, Old Dhamtari Road, Raipur and the decision of the Arbitration will be binding on both parties of this agreement.

**24. 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 Raipur 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 Raipur.

**25. Access to site**

The contractor shall allow unhindered access to the institute and/or any other party or person, engaged by the Institute to work at the same site and/or to check / regulate / watch / guard / measure / inspect, solely or jointly with the contractor. The Institute reserves the right to visit the sites managed by the bidders to evaluate its competence during any stage of the tendering process. The report submitted by the inspecting committee will be considered for finalizing the successful bidder.

**26. Safety and Security**

Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.

**Name of the Tenderer:**

**Address:**

**Profile of the Firm**

1	Name of the Vendor/Supplier	
2	Type of Vendor/Supplier (Whether Proprietary/Partnership/Private Ltd., Public Ltd.)	
3	Complete Postal Address of Registered Office	
4	Telephone No./ Mobile No.	
5	Mailing Address of Local Office	
6	Name of the Contact Person	
7	Designation	
9	Details of the Client (Please attach separate sheet, if required)	
10.	PAN/GSTN (Attached copies)	
11	Details of item categories for which registration is sought.	
12	Description of Items	
13	Annual Turnover for last 3 year (Attach copy of certificate duly certified by Chartered Accountant)	F.Y. 2017-2018 F.Y. 2018-2019 F.Y. 2019-2020
14	Bank Details of the firm (Details required for payment through NEFT/RTGS)	Name of Bank: IFSC Code: A/c No.:

I hereby certify that the above-mentioned particulars are true and correct.

**Signature of Tenderer with date and seal**

Name of the Tenderer:

Address:

**Proof for payment of Service Tax/GST (last three years)**

Financial year	Taxable Value (Rs.)	Service Tax paid (Rs.)
2017-2018		
2018-2019		
2019-2020		

(Please enclose copy of Service Tax/GST Return & payment receipts)

**Proof for payment of Income Tax (last three years)**

Financial year	Annual Income (Rs.)	Net Income (Rs.)	Income Tax paid (Rs.)
2017-2018			
2018-2019			
2019-2020			

(Please also attach form 26AS downloaded from TDS Centralized Processing Cell of Income Tax Department)"

Signature of Tenderer with date and seal



Details of Academic Institutions served

Sr. No.	Name and address of Institution served	Start Date	End Date	Period of service	No of Diners	Type of service (Mess only)

Please attach:

- a) Work order copy
- b) Details of contact person Name, Designation, Mobile number
- c) For Completed work -Testimonial from Institution served

Signature of Tenderer with date and seal

Format of Feedback certificate to be furnished by Bidders from Organizations currently operating (with a minimum period of 9 months) or served in last 5 years.

S.No	Description	Excellent	Very Good	Good	Average	Poor	Very Poor
		(10 points)	(8 points)	(6 points)	(4 points)	(2 point)	(0 point)
1	Quality of Food Served						
2	Quantity of Food Served as per the requirement						
3	Cleanliness, Hygiene and Waste disposal						
4	Catering Service and Punctuality						
	Total						

**Seal and stamp of Organization**

**Signature of Tenderer with date and seal**

**Note: This feedback form should only be filled by the authorized person of that organization where the bidder has served**

CATERING TENDER 2021-22 OFFICE OF HOSTEL MANAGEMENT, IIT BHILAI

Name of the Tenderer:

Address:

Details of Academic Institutions served on Continuation

Sr. No.	Name and address of Institution served	Start date	End date	Period of service	No. Renewal of Service	No of Diners	Type of service (Mess)

Please attach:

- a) Work order copy
- b) Details of contact person Name, Designation, Mobile number
- c) For Completed work -Testimonial from Institution served

Signature of Tenderer with date and seal

Name of the Tenderer:

Address:

Quality certification obtained

Sr. No.	Name Of Certificate	Issued By	Valid Until

Signature of Tenderer with date and seal

**Declaration Letter**

To,  
The Director,  
Indian Institute of Technology Bhilai,  
Government Engineering College Campus,  
Sejbahar, Old Dhamtari Road, Raipur  
Chhattisgarh.

Dear Sir,

**Sub: Enquiry regarding Catering and Mess Services for hostel Castle Dio**

With reference to the above, I / we am / are offering for rates for the above Services.

I / We hereby reconfirm and declare that I / We have carefully studied the tender document including instructions, terms & conditions, specifications, and all the contents stated therein.

Further I / We accept all the terms and conditions of the tender documents in bid form and this acceptance shall prevail over any other conditions, if any given in our bid.

The rates quoted are inclusive of all duties, taxes, packing, forwarding, transportation, insurance and any other cost incidental to delivery of services in the IIT Bhilai campus situated at GEC Campus, Old Dhamtari Road, Sejbahar, Raipur.

I / We will be liable for forfeiture of my / our "SECURITY DEPOSIT /EMD" to IIT Bhilai.

Bhilai, in case I / We could not execute the awarded work. I / We will execute the work as per the rates quoted in the attached schedule for the entire period of contract and are also bound to undertake work by 27<sup>th</sup> December 2021 or date specified in the letter of intent.

I / We have not been blacklisted by any of the firm / government agency.

Copy of receipt with regard to deposit of Earnest Money of Rs. 3,00,000/- (Rupees Three Lakh only) in favour of IIT Bhilai is enclosed herewith.

Thanking you,

Yours faithfully,

Signature (Name)

Encl: As stated