INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY, DELHI
(IIIT-DELHI)
Okhla Industrial Estate, Phase III
New Delhi 110020
(Tel No 011-26907400, Website: www.iiitd.ac.in)

Request for Proposal for Mess Services

IIIT-Delhi invites proposals for Running and operation of Mess having capacity of around **500** students **(Hostellers)**, this number may increase by 25% for lunch / dinner by day scholars, faculty and other members of staff, from reputed agencies preferably having facility for onsite cooking for a period of one year extendable up to a maximum of five (05) years on yearly basis, depending on the performance which will be evaluated based on the feedback from customers (Students).

Bid Schedule

Date of Start and downloading the tender	**23 Apr 2014**
Earnest Money Deposit (EMD)	**Rs 50,000/-** in the form of Demand Draft in favour of the" IIITD" payable at New Delhi
Last date and time for submission of tender	**23 May 2014 at 1400 Hrs**
Date and time of bid opening	**23 May 2014 at 1500 Hrs**
Address for communication & submission of tender documents and opening of technical bid	**IIIT-DELHI** **Okhla Industrial Estate, Phase III** **New Delhi 110020**

Award of work

The work will be awarded to the agency on the recommendation of the evaluation committee set up by the Director, IIIT Delhi for this purpose based on the technical / financial bid. However, the rates (lowest/ highest) will not be only the criteria for award of work. This may be in the ratio of 50:50 for Technical and Financial parameters. Committee may also invite additional proposal / presentation from the vendors for the entire process of delivery, quality check etc. The institute reserves the right to award the work to more than one vendor now and in future also.

Technical Bid
The interested agencies may submit their proposals along with the following documents, duly authenticated and stamped:

1. Company Profile
2. Certified copies of annual turnover of last three years.
3. Certified Copies of Work orders/ Experience certificate from their customers for running Cafeteria in Institute/Academic Institute/Public Sector Undertaking/ MNC/ Corporate Sector during last five (05) years.
4. Certified copies of PAN, Service tax/VAT/ Sales tax/ ESI/PF Registration and other statutory requirements.
5. No. of employees on roll.
6. ISO or any other certification.
7. Policy for maintaining hygiene.
8. Method of cooking at site as applicable
9. No of manpower proposed to be deployed for serving, cleaning etc.
10. Waste disposal mechanism
11. Proposal for maintaining quality of the food.

12. Delivery mechanism (Serving food to students)

Financial Bid

Proposed Menu:. (Tentative menu is attached herewith as per **Annexure – "A"**)

The Financial/Price Bid should contain all relevant price information as per **Annexure A**. The Bid Form must be filled in completely, without any errors, erasures or alterations. The Financial/Price Bid should not contradict the technical offer in any way.

Infrastructure:-

Size of Kitchen   : 59 Sq. meters
Seating capacity   : 232 (approx.)
Operating Hours   : As per the meal timings

Monthly Charges

The following charges are to be paid by the agency on monthly basis for running the Mess:

1. Maintenance   : Rs15,000/- per month.
2. Water   : As per actual consumption
3. Electricity   : As per actual consumption
4. Piped gas   : As per actual consumption

Recoveries specified above shall be subject to revision based on the actual cost of maintenance to the Institute, rate revision effected by authorities concerned.

Performance Guarantee

The Performance Guarantee will be Rs 2,00,000/- (Rupees Two lac only) which shall be in the form of DD/FDR/Bank Guarantee. The proforma will be provided at the time of award of work.

Other conditions

The Institute will prefer vendors with facility for onsite cooking. The crockery/utensils for cooking and serving will be provided by the Institute the agency will be required to keep utensils and equipment in good and working condition. Maintenance and repair of cooking equipment, fridge, chapatti making machine etc will be the responsibility of the vendor. The repairs will be undertaken by the institute through other vendors at the cost of the mess vendor.

Mess is compulsory for students staying in the hostel. **The institute provides a minimum guarantee of 20 days per month per mess for minimum 250 students.** The meal coupons for the full semester (04 months) will be purchased by students before the start of semester.

The daily charges for meals for other staff / day scholars and faculty will be on per meal basis.

The other detailed terms and conditions for running the mess will be provided at the time of award of work. These may be based on the proposals also.

The Institute will take feedback (thru feedback form) from customers (Faculty/ Staff/ Students) regularly (at least once every quarter). Further renewal of work will depend heavily on customer feedback.

Further, If the feedback is poor in some aspect in one quarter, the Institute reserves the right to impose a penalty (of one day revenue to a max of 5 days revenue) if the feedback does not improve in the next quarter.

How to submit

The interested agencies may submit their proposal along with the above mentioned documents by subscribing "Proposal for Running the Mess" so as to reach the Registrar, **IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020** by **1400 Hrs** on **23 May 2014.**

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The Institute also reserves the right to reject any or all the bids without assigning any reason thereof.

Tentative Menu:

The detailed menu will be decided in consultation with student representatives and Institute. General structure is given here.

SNo	Item	Rate
	Monthly Scheme for Hostlers	
1.	Min 20 days meal coupons will be provided by vendor for each student staying in Hostel per month. The meals include: a) **Break fast:** Curd/ Tea (e.g. one cooked item and toast + tea/coffee/Curd) b) **Lunch: (e.g.** One Dal item, One Sabji, salad, Papad, Dahi/Raita, pickle, Rice, Roti(Different Menu in the week days) c) **Evening Snacks and Tea:** (e.g. at least one snack item + tea/coffee) d) **Dinner:** One Dal item, One Sabji, salad, Papad, Dahi/Raita, pickle, Rice, roti, (Different Menu in the week Days) e) **Sweet Dish:** daily with dinner, including ice crème	
	Daily Meal Rates	
2.	**Break fast:** Curd/ Tea (e.g. one cooked item and toast + tea/coffee/Curd)	
3.	**Lunch: (e.g.** One Dal item, One Sabji, salad, Papad, Dahi/Raita, pickle, Rice, Roti(Different Menu in the week days)	
4.	**Evening Snacks and Tea:** (e.g. at least one snack item + tea/coffee)	
5.	**Dinner :** One Dal item, One Sabji, salad, Papad, Dahi/Raita, pickle, Rice, roti, (Different Menu in the week Days) **Sweet Dish:** daily with dinner, including ice crème	
6.	Any Other Items (like milk, juice, eggs, etc.) on	

	extra payment	

Note :

There should be monthly schemes, as well as daily and meal-wise coupons available. In monthly schemes, reasonable approach should be there to refund students who are absent for a long period. (this will be intimated in advance)

All tender related queries may be addressed to **tender@iiitd.ac.in**