



**INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY, DELHI (IIIT-
DELHI)**

A State University established by the GNCTD

**TENDER FOR PROVIDING MESS SERVICES ON THE SECOND
FLOOR OF DINING BLOCK
AT IIITD CAMPUS OKHLA, PHASE III , NEW DELHI**

Tender No- 15/2025 dated 15.05.2025

Dated: 15.05.2025

Tender for Inviting Tenders for Mess Services

On behalf of the Registrar, IIIT-Delhi, sealed tenders are invited from interested reputed vendors/agencies having experience in providing mess services to reputed Pvt/Govt. / Educational institutions/Universities. The vendors/agencies are required to provide meals (breakfast, lunch, evening snacks & dinner) to the students, faculty, staff & other employees of IIITD strictly in accordance with the prices given in **Annexure-A**. and other documents as mentioned in the tender document may be dropped in tender box on 2nd Floor of Academic Block of the Institute latest by 05.06.2025. Tenders will be opened in the presence of the bidders, who wish to participate at 3:00 PM on the same day.

Tender documents can be downloaded from the website of the institute i.e. <https://www.iiitd.ac.in/tenders> Any modification to this tender shall be published only at the aforesaid website of the institute.

Bid Schedule

Name of Work:	Tender for providing mess services on the Second floor of Dining Block at IIIT-Delhi
Tender No	15/2025 dated <u>15.05.2025</u>
Approximate Nos. of Students	600 Nos.
Date of Start and downloading the tender (Tender document available from www.iiitd.ac.in)	<u>15.05.2025</u>
Pre-bid meeting	A pre bid meeting will be held on <u>26th May 2025</u> at 3.00 PM - Any doubts or queries of the potential bidders will be addressed during the meeting. Venue: 5th Floor, Board Room , Academic Block, IIITD Campus Okhla Phase-III, New Delhi- 110020
Bid Submission end date (Last date and time) for receipt of bids, who qualify for bidding will be opened.	05.06.2025 at 1500 Hrs. (tender deposit in the Tender Box kept on 2nd Floor (A208) of Academic Block of the Institute)
Date and time of bid opening of Technical Bids	05.06.2025 at 1530 hrs
Address for communication & submission of tender documents and opening of technical bid	Registrar, IIIT-DELHI, Okhla Industrial Area, Phase III, New Delhi 110020

Tender Fee/cost	Rs.1180/- including 18% GST (Rupees One Thousand One Hundred Eighty only) in the form of a demand draft/ pay order in favor of IIIT-Delhi Collections which is non-refundable. NEFT Transfer A/c details are as under: Bank - HDFC Bank LTD , Okhla Industrial Area Phase –III New Delhi 110020 Beneficiary's Name - IIIT Delhi Collections Account No - 20741110000035 IFSC code- HDFC0002074 In case of on-line payment of Tender Fees - UTR No. (For Tender Fee)
Earnest Money Deposit:	The completed tender along with the Earnest Money Deposit (EMD) of Rs.1,00,000/- by way of bank draft / Pay order in favor of IIIT Delhi Collections payable at Delhi.
Performance Guarantee & Security Deposit	To be submitted by L1 bidder The bidder whose bid is accepted will be required to furnish a Performance Guarantee of Rs. 5,00,000/- (Five Lakhs only) of the accepted tendered amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract. This guarantee shall be in the form of DD / FDR in favour of IIIT Delhi Collections payable at New Delhi-110020. Bank Guarantee of any scheduled bank drawn in favour of IIIT-Delhi. Security deposit of Rs 2,00,000/- (Two Lacs only) in form of Demand draft in favour of IIIT Delhi Collections towards utility payments.
Date for start of services	Within Seven (7) days of the Award of Contract, as per the scope of work or Will be communicated to vendors by email.
Presentation to committee	Will be communicated to vendors by email.
Clarification/Queries, if any, can be addressed to	email ID: admin-project@iiitd.ac.in phone no- 01126907563/564/565 or 011-71985363/ 9773793610

Note : MSME and NSIC firms are exempted from EMD & Tender fees. Such firms have to submit documentary evidence in support of their firm's MSME status along with an application for exemption.

The Registrar, IIIT-Delhi reserves the right to accept/ reject any or all bids/offers/tenders either in part or in full without assigning any reasons there for.

Note: All the bidders are requested to please note that all future amendments/corrigendum will be published on IIIT-Delhi website and no separate advertisement will be released for the same. Bidders are therefore requested to regularly visit our website for any such updates.

Details of Tenderer

1. Name of the Tenderer _____
2. Address _____
3. Registration/License No.
(Attested Photocopy of license issued by the competent authority may be attached)
4. GST No.
(Attested photocopy of GST certificate should be attached)
5. Year of Establishment
(Attested photocopy)
6. Details of contracts executed till date
(Please give details of contracts executed previously in a separate sheet, along with documentary proof thereof)

S.No.	Name of Contracts	Period	Govt./Educational Institutes/Semi Govt./Private/Universities

7. Details of present contracts in hand:

S. No.	Name of Contracts	Period	Govt./Educational Institutes/Semi Govt./Private/Universities

8. Pan Card No. _____
(Copy of the Income Tax Return filed in the previous three years may be enclosed)
GST Registration No:
(Copy of proof of same to be attached.)
9. Manpower/Resources available:
10. Earnest Money Deposit: DD No. _____ dt. ____ For Rs.100,000/- drawn on
11. Certified that I have not been black listed /debarred /have not paid dues/under any litigation with any of my previous customers/clients.

Certified that all the terms and conditions mentioned in the tender document are acceptable to me/us.

Signature of the Tenderer with stamp
Dated:

Terms & conditions for providing mess services:

1. The tenderer should have a valid Health Trade License and valid Food License ,FSSAI certification for operating/running of the mess.
2. (a) Space: Accommodation will be provided for running the mess services against fixed License fee
(b) Electricity: On a paid basis as per actual consumption
(c) **License fee: Rs 1,16,968/- per month + GST as applicable**
(d) Water: On a paid basis as per actual consumption
(e) Piped Gas: On a paid basis as per actual consumption

All bills should be cleared within 15 days of issue every month, failing which a penalty for late payment will be charged.

Security deposit of Rs 2,00,000/- in form of Demand draft in favour of IIIT Delhi Collections uarantee/FDR in favour of IIIT Delhi Collections after award of work contract. The above shall be non-interest bearing payment and shall be released on completion of contract and adjustment of dues if any.

(f) Payments of Bills:-

- (i) For all bills of the tenderer, including for special arrangements such as parties/outdoor catering etc., payment will be made by the institute within 15 days from the date of submission of the proper/satisfactory bill. The bills shall be submitted in triplicate along with a copy of duly signed work order issued by the institute.
 - (ii) Final payment of the tenderer i.e. the last payment before expiring of contract will be cleared only after ascertaining clearance of any liability pending with the tenderer.
 - (iii) Tax will be deducted at source, as applicable. PAN should be quoted on each bill presented for payment.
3. The tenderer will be provided with the mess premises and furniture as available in the existing mess. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the tenderer.

The contract will be initially for a period of one year extendable for a period of three years. Further, after the expiry of the first twelve months, the Institute will evaluate the performance of services provided by the tenderer. If the services are found satisfactory, the institute reserves the right to extend the contract for two more spells of twelve monthly periods on the same terms and conditions. The institute also reserves the right to terminate the contract, at any time during the currency of contract by giving 30 days' notice to the tenderer.towards utility payments.

The performance guarantee of Rs 5,00,000/- shall have to be deposited in the form of Demand draft/Bank Guarantee.

4. The tenderer has to ensure that mess premises are used only for the purpose of running the mess services and not for other purposes in any manner. The tenderer himself and/or his worker should not use the premises of any other business purpose. The tenderer shall not be authorized for any kind of sub-letting of the premise in any manner.
5. The workers of the Caterer shall be of good character and of sound health and should be above 18 years. PCC and Id proof of all workers shall be submitted by vendor.The tenderer shall advice

its work force etc. to strictly refrain from smoking or using any kind of tobacco products or pan chewing, consumption of alcohol and playing of cards within or around the premises of the Institute.

6. The tenderer shall be provided the necessary and requisite infrastructure for cooking and serving. In case any damage is caused to any of the item which is provided due to mis-handling, the item of the same quality shall be replaced by the tenderer. The amount of compensation payable for such damage shall be assessed by the Institute on replacement cost basis
7. The tenderer shall be responsible for running the mess as per the rules applicable and ensure the compliance of the provisions of Employees Provident Fund Act and ESI Act and rules framed thereunder and other relevant statutes including Municipal Rules and Regulations relating to the mess in force from time to time, during the subsistence of the contract. The tenderer shall obtain necessary license to run the mess from the Municipal Corporation of Delhi.
8. The tenderer shall employ his own mess staff, provide them clean uniforms at his own cost and shall be responsible for timely payment of their wages/salary directly in their bank accounts. The tenderer will also be responsible to deduct and pay EPF as per rules and also extend medical facilities etc. as per statutory rules in force from time to time. IIITD shall not be responsible in any manner.
9. The tenderer shall not cause, to the security of the institute, in any manner. The payment to mess staff employed by the tenderer must be released by the 7th of every month directly in their bank accounts.
10. The tenderer shall procure and use all fresh and of standard/good quality raw material, eatables, fuels etc. necessary for running the mess at his own cost. The quality of food shall be maintained in consultation with the management and the decision of the management in respect of quantity and quality shall be final.
11. The tenderer will be required to strictly observe timings of the office and also rules framed by the institute as amended/provided from time to time.
12. The tenderer shall provide the mess services normally on all seven day a week and will also provide the said services on holidays or late hours in the institute.
13. The EMD/Security deposit deposited by the successful bidder will be kept with IIITD without carrying any interest and it shall be refundable upon termination of contract, provided the tenderer discharges his services, according to terms and conditions and satisfaction of the management of IIITD, failing which security deposit shall be forfeited. It is also provided that, if during the currency of contract, if the tenderer withdraws his services and/or fails to discharge his services upto the satisfaction of the management, the said security shall be forfeited.
14. EMD of unsuccessful bidders will be returned without interest after the completion of tender process and award of contract.
15. The tenderer shall also undertake and ensure that all the raw material including milk etc. shall be available during the course of the working hours of the institute.

- 16.** The tenderer or his manager who should be qualified and professionally experienced must be available in the mess at all times to attend the complaints, if any.
- 17.** The oil/ghee and other ingredients to be used shall be from amongst the brands as suggested by the committee. If no suggestion is made, it should have FSSAI/ FPO/AGMARK marking and shall be opened to inspection of the authorized representatives of the institute.
- 18.** The tenderer will be responsible for maintaining cleanliness inside and around the mess.
- 19.** The tenderer shall provide a portable weighing machine in order to check the weight of the items provided as per approved rates/weight list.
- 20.** Use of baking soda/MSG or any other Additive/preservative/ prohibited ingredients in the mess shall be strictly prohibited. Any violation shall attract a serious penalty including termination of contract.
- 21.** All books of accounts, registers and other documents used in connection with running of the mess shall be maintained by the tenderer at his own cost and the same shall be produced for inspection either on demand by the MCI/ESIC/Provident Fund Authorities/Municipal Authorities or any other official Agency/officer authorized by the competent authority in this connection.
- 22.** The tenderer will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.
- 23.** It will be obligatory on the part of the tenderer to sign the offer and other documents for all the components & parts. After the work is awarded, the tenderer has to enter into an agreement for work awarded on a non-judicial stamp paper of Rs. 100/- at his own cost within fifteen working days from the date of receipt of acceptance order or before the work is undertaken.
- 24.** The tenderer should verify the character antecedents of all the persons employed, through local police and shall submit a certificate to this effect.
- 25.** Due to any unforeseen, if the mess is closed for some time, it shall be the responsibility of the tenderer to provide food to the employees and the students on the same cost as has been agreed in the tender terms.
- 26.** The courts of Delhi shall have the exclusive jurisdiction to try all major disputes if any arising out of this contract.
- 27.** The Mess Committee with student /staff/faculty representatives along with the mess managers will decide the menu for each month, any changes in the menu without the mess committee's consent will be fined.
- 28.** In case any compromise in the quality of food is observed the mess vendor will be asked to provide fines (as per the fine list) and some incentive for the students which will be negotiated with the mess committee.

29. Agency will be responsible for obtaining Health Trade License from MCD and FSSAI /other certifications as required for running the services of the mess .
30. 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 mainly on customer feedback.
31. In case of any dispute matter will be referred to the committee of FMS / SA/Student Council member under the Registrar and the committee decision shall be final and binding.
32. No catering or on line services from mess kitchens/ cloud kitchens shall be permitted. The mess should use non plastic items for all purposes.
33. It should have facility to serve packed food thali lunch /dinner/breakfast to the transit /guest rooms /hostels/ offices as and when called for .
34. The workers of the vendor must maintain protocols against any infectious or epidemic or pandemic conditions as called for by the Institute/Govt. /etc viz wearing masks, hand gloves, aprons, head gear etc while handling food products /washing cleaning of raw materials / utensils / equipment etc.
35. The tenderer should be an established caterer and shall be responsible for providing on Campus Food & Beverages to the students and staff of the institute.
36. The Licensee will also be capable of serving tea/coffee/cold drinks, snacks, high tea, lunch/dinner etc. in various official meetings, programs, seminars and functions organized by the University from time to time. In addition, people visiting IIITD campus in connection with various academic activities of the University may also avail these services. However, IIITD is free to engage external catering agency for providing snacks/lunch/dinner/night tea for events, such as meetings, seminar, conferences and workshop etc.
37. The Licensee shall ensure that only hot and fresh food is served to the students/employee. Complaint, if any, in this regard shall be dealt with severely.
38. Location of Mess-IIITD Campus
39. The vendor must be capable of and agree to handling and working with ERP-based solutions for order collection and fund management systems deployed by the Institute from time to time. No premise for lack of experience in this regard will be accepted"
LIST of penalties : To be included.

Penalty for Mess and other Eateries Non Compliance

S.no	Penalty/issue	Fine/Penalty
1	Veg and non veg Items prepared on the same utensils	10,000/-
2	False claims by vendors (example: taking some action under the name of any authority without their permission)	1000/-
3	Feedback register not available	500/-
4	Denying from previous commitment	5000/-
5	Not reporting the issue on time	500/-
6	Unhygienic food with foreign material (insect/housefly, plastic, Hair (exceptional case only- check clause 7), etc.)	5000/-
7	Non Use of disposable headgear and gloves by staff	500/- per staff
8	Kitchen Area not clean	500/-
9	Use of unbranded items	1000/-
10	Not displaying the price list	500/-
11	Handling food items with bare hands	500/-
12	Tables not clean	1000/-
13	Plates, spoon, glass not clean	1000/-
14	Food not served in time	500/-
15	Store not properly arranged	500/-
16	Cooking utensils not clean	500/-
17	Selling items not approved by mess committee	500/-
18	Selling items at higher rates	1000/-
19	Selling items at rates higher than MRP	1000/-
20	Misbehavior of the staff (includes biased attitude towards mess committee members, if observed the vendor will be fined and member will be removed from group)	Enquiry will be done (fine will be decided post the enquiry) Min fine 1000/- to dismissal of employee from our site
21	Selling expired item	5000/-
22	Adulteration in milk and other food items	5000/-
23	Items not available as per menu (not informed to any mess committee member or authority)	1000/-
24	Cutting vegetables in open area	500/-
25	Number of monthly complaints submitted to the Mess Committee a. 10 complaints in a month b. More than 15 complaints in a month	5000/- Change of Chef/Vendor

Products to be used

Sl No	Item	Brands
1.	Atta	Ashirwad/Pillsbury/Shakti Bhog/Patanjali
2.	Dals/ Rajma/ Chole / Chana etc	Mangat ram/ 15 No Chawal Wala/ Rajdhani/ Golden Harvest (Big Bazar)/ Best Farms(Reliance Mart)
3.	Spices	MDH/Ashok/ Catch/Everest/Patanjali
4.	Tomato Sauce	Tops/Kissan/Veeba Branded AGMARK/FSSAI /approved Quality makes to be used only
5.	Refined Oil	Saffola/ Fortune/Sundrop/ Nature fresh/ Sweekar
6.	Mustard Oil	Fortune/ Patanjali/ Kacchi Ghani/ Nature Fresh
7.	Desi Ghee	Amul/ Motherdairy/ Patanjali/ Anik
8.	Butter	Amul/ Mother Dairy/ Britannia
9.	Pan Matar	Safal/Godrej
10.	Sweet Corn	Fresh /Tops/ Branded AGMARK/FSSAI /approved Quality makes to be used only
11.	Sugar	Bajaj sugar/ Mawana/Dhampur/ Trust/Simbhaoli
12.	Salt	Tata/ Saffola
13.	Corn Flakes	Kellogg's/ Mohan Meakins
14.	Tea	Tata/ Red Label/Taj Mahal
15.	Chinese Sauces	Chings/ Tops
16.	Milk	Mother dairy/Amul
17.	Coffee	Nestle/ Bru / Tata Coffee
18.	Bread	Britannia/ Modern/Harvest Gold
19.	Vegetables	Fresh purchase. No stale vegetables will be allowed.
20.	Fruits	Fresh purchase. No stale Fruit will be allowed.
21.	Corn Flour	Brown & Polson, Weikfield, Knorr

Note

1. Use of any other brand can only be allowed with prior approval of the Mess committee only.
2. If any other brand as above is found without approval of the mess committee, a fine of Rs 1000/- (Rs One thousand) per occurrence will be imposed and material will be impounded.
3. Refined Oil for frying can be used for single cooking (One meal). If use of refined oil is found for more than one meal a minimum fine of Rs 5000/- (Rs Five Thousand) will be imposed per occurrence.
4. A regular check/surprise check on the quality of food items will be done by the Mess Committee.

Special Conditions of Service:

- a) All the vendors who have worked at IIITD and not cleared their pending dues need not participate in the bidding process. In case they want to do so they must clear their dues prior to bidding.
- b) The tenderer should provide an automated billing service with facility of the swipe cards as well as cash payments and integrate with the IIITD ERP platform
- c) Headgear and gloves (at caterers' own cost) to be worn by cooks and servers at all times while preparing & serving food.
- d) Mandatory to wash hands with soap after use of the rest rooms and before cooking food.
- e) Ensure no reuse of oil used once for deep frying. Used oil shall be disposed of appropriately, immediately after the usage. Storage of used oil will be viewed seriously and serious penalties as decided by the institute shall be invoked.
- f) Ensure no reuse of leftover food from the previous day. Leftover food should be disposed of appropriately, within one hour of the completion of the relevant service hours.
- g) Ensure all the employees are free of any contagious diseases or ailments.
- h) Ensure all employees are well mannered and display courteous behavior.
- i) Ensure pest control administration periodically (rats/mice/flying insects, crawling insects), but not with aerosol based ante-pest sprays that could get in the food.
- j) Ensure doors to the mess are self-closing to prevent entry of flies.
- k) Operation of the mess is subject to regular (every week) inspection by the management of IIITD to ensure all points are adhered to. Further periodic checking/performance audit by professional catering monitoring agency shall also be carried out to evaluate the performance of the caterer on international standards of hygiene, cleanliness and health.
- l) Any violation to the terms and conditions of the contract shall attract a penalty on the tenderer which shall be decided by the management of the institute and the same shall be acceptable to the tenderer.
- m) Obtaining FSSAI and MCD Health Trade License shall be the responsibility of the agency.
- n) Antecedents of manpower should be duly verified by the Police Authority and personal details of the same should be submitted to IIIT-Delhi.
- o) Underage manpower is strictly prohibited in IIIT-Delhi.
- p) Increase/Decrease of prices should be strictly prohibited without intimating the institute management.
- q) Periodical execution of pest control should be exercised.
- r) Joint Venture or Consortium are not eligible.
- s) The latest rules of the DPCC on Plastic management policy of the Institution must be followed.
- t) The Institute will **prefer** vendors with facilities 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, chapati making machine, cleaning of hoods etc will be the responsibility of the vendor. The institute through other vendors at the cost of the mess vendor will undertake the repairs.
- u) **Vacating of Premises and Return of utensils/Fixtures etc:-** The caterer shall hand over the premises and return all furniture, fixtures, equipment and other items made available by IIIT Delhi In good condition after the contractual period is over or if the contract is earlier terminated.
- v) The Institute follows a semester system and the commitment of minimum 600 students applies to two semesters of 4 months and a few days each (August-December and January-May) in an

academic year. During the rest of the time 100-150 students remain in the hostel and eat in the

mess.

- w) Academic schedule and breaks- There are 2.5-3 months break in Summer (May-July) and 1 month in Winter (Dec) which are not covered by the semester month coupons. Those staying back will pay and eat during the period at any time. The 8 month coupons stand with a minimum guarantee of 600 (as per the tender terms) students only.
- x) The daily charges for meals for other staff / day scholars and faculty will be on a per meal basis.
- y) During the summer vacations following norms will be followed:
 - a. One Mess will be fully operational and the contractor will pay 100% of the License Fee on monthly basis for the concerned mess as per decision and directions of Eateries Committee.
 - b. In case the number of students availing mess services in their summer vacation is significantly less than the number of students mentioned then the license fee will be calculated on prorata basis according to the number of students.
 - c. No license /Maintenance fee will be paid by the contractor if the mess is totally not operational during vacations.
 - d. Payment of mess charges per student from next academic session will be collected and monthly recoveries of license/maintenance, utility charges will be recovered and balance paid to the vendor.
 - e. Suitable app based systems of payment and re-conciliation will be adopted by the Institute.

Required documents under Technical Bid

The interested vendors may submit their proposals along with the following documents, duly authenticated and stamped by an authorized representative: -

1. Company Profile.
2. The bidder/Company/Firm/ Service Provider shall have an average annual turnover of Rs.2 Crore or more (catering services only) in the last three financial years. The annual turnover should be certified by a registered established chartered accountant/ firm/company.
3. The bidder/Company/Firm/Service Provider will have to provide details of Income Tax return of their firm for last three financial years (2021-22, 2022-23 & 2023-24) duly approved by Chartered Accountant (CA).
4. The bidder/ Company / Firm / Service Provider should be registered with the appropriate registration authority (labour commissioner etc.) and Certification from food departments (FSSAI) of the States and Central Government is a must. Bids of the bidder/Company/Firm/ Service Provider non- complying labour laws will be rightly rejected.
5. The bidder/ Company / Firm / Service Provider should submit Certified Copies of Work orders/ Experience certificate from their customers for running mess services in Institute/Academic Institute/Public Sector Undertaking/ MNC/ Corporate Sector/reputed private organization during last five (07) years for a minimum of 100 persons.
6. The tenderer should have at least one similar work in the last 7 years' experience in running a mess in a University (Central/State)/ Autonomous Institutions where the institution must have a residential hostel. **Documentary evidence, such as an experience certificate, completion issued from the concerned educational institute/University, should be furnished.**
7. The firm should have registration with EPFO, ESIC, GST and FSSAI Certification, Catering/Mess License
8. The bidder /Company / Firm / Service Provider shall submit an affidavit duly notarized on a Rs.100/- judicial stamp paper stating that the Service Provider has not been blacklisted by Central Government/ State Government/ any PSU /Reputed hotel as on the date of submission of the bid.
9. Details about no. of employees on roll (Pan India)
10. Copy of ISO or any other certification,
11. Policy for maintaining hygiene and safety.
12. Comprehensive operational plan
13. Brand of materials proposed to be used
14. Takeover plan for smooth operation
15. Method of cooking at site as applicable,
16. Nos. of manpower proposed to be deployed for serving, cleaning etc. for regular and lean periods
17. Waste disposal mechanism,

18. Proposal for maintaining quality of the food including brand of material to be used,
19. Delivery mechanism (Serving food to students) including.
20. Keep all plant and equipment including chimneys provided by Institute in good working condition failing which cost of items shall be recovered from PG.
21. Take all safety precautions and follow Health Safety and Environment protection HSE norms in the daily operations.
22. No cooked food ,raw material, oil or any deleterious substance should be put in drains to clog them , the responsibility of clearing the same and any damage to the pipe ceiling under shall be the responsibility of the vendor to make good the same. The GT should also be kept clean periodically to avoid wastes clogging the network of drainage/STP's.

I agree that the Institute is under liberty to verify the credentials/performance of the bidder from whom performance report is submitted and also at other places where the bidder had rendered the service.

Signature of the Tenderer with stamp

Dated:

Criteria for Evaluation of the Technical Bid

Evaluation Criteria

- A. The bids shall be ranked on the basis of total score secured by the respective bidders in the technical evaluation. The contract shall be awarded to the bidder obtaining the highest score in the evaluation of technical bid subject to agreeing & catering the services strictly in accordance with the prices given in **Annexure-A**.
- B. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during technical evaluation of bids.
- C. Criteria for evaluation of the technical bid/performance of tenderer for pre-eligibility: -

Evaluation Criteria for Mess Tender				
S. NO.	Item	Max. Points	Criteria	Points
1	An average annual turnover of Rs.2 Crore or more (catering services only) (average of last 3 consecutive years- 2021-22, 2022-23 & 2023-24) Please attach CA certified copy of the turnover.	10	100-500 lacs	4
			500 lacs -1000 lacs	6
			1000-5000 lacs	8
			>5000 lacs	10
2	Nos of Employee on roles with proof of ESI/PF	10	<100	5
			100-500	7
			>500	10
3	Nos of years of providing Mess Service	10	<5 years	5
			5- 10 Years	7
			>10 Years	10
4	ISO/ Other Certifications of the firm" The vendor must be capable of and agree to handling and working with ERP-based solutions for order collection and fund management systems deployed by the Institute from time to time. No premise for lack of experience in this regard will be accepted"	10	Yes	10
			No	0
5	Experience in similar organizations, the nature of past and current customers, recommendations from clients	10	<2	4
			2-5	6
			5-10	8
			>10	10

6	Presentation to committee with the policy for maintaining hygiene and waste disposal including quantification etc.	30	As per committee recommendations	
7	Visit to Mess locations of vendor	20	As per committee recommendations	
	Total	100		

SAMPLE MENU(Tentative)**1. Breakfast**

Item	Representative example
One Indian Breakfast item	Aloo Paratha/ Poha/ Uttappam/ Methi Parantha/ Masala Dosa/ Idli/ Chole bhature
Sides	Pickle + Curd/ Chutney + Sambar/ tomato + onion + lemon pieces
Breads with butter and preserves	White bread/ brown bread Butter(20 gm) + Mixed fruit jam/ Orange Marmalade
Eggs	Boiled Egg/ Omelette/ Scrambled Egg/ Egg Bhurji(2)- Includes 2 eggs /student
Fruit (7 days in a week)	Banana/ Papaya slices/ mixed fruit pieces/corn(2)
Cereal	Cornflakes/sprouts
Hot Beverage	Hot Milk + Tea + coffee powder + chocolate powders

2. Lunch

Item	Representative example
Salad	Three bean salad/ onion+ tomato salad/ black-eyed bean salad/ Cucumber salad/ Chickpeas salad
Roti	Roti
Dal	Dal Fry/ Dal Makhani/ Dal Dhaba/ Dal Tadka/ Rajma/ Kadhi Pakoda/ Moong dal/ Methi Dal
Rice	Jeera rice/ Plain rice/ Pulao/ Biryani
Two Indian Vegetables	Aloo Baigan/ Kofta Curry/ Bhindi Jaipuri, Turiya, Baigan Bharta, Veg Kofta, Sev Tamatar, Gilki, Pumpkin, Aloo Onion, Pindi Chole/ Jeera Aloo/ Aloo Beans/ Egg curry/ Paneer preparation
Curd	Plain curd/ Mishti Dahi/ Vegetable Raita/ Boondi Raita/ Chaas/ Lassi
Crunchies	Fryums/ Papad

3. Evening Snacks

Item	Representative example
Snack item	Samosa/ Noodles/ Bhel Puri/ Mix Pakoda/ Veg Sandwich/Vada Pav/ PaniPuri/others
Sides	Ketchup/ Tamarind chutney/ Pudina chutney/ Kala chana/ Onion + Sev
Hot Beverage	Tea/Coffee
Cold beverage	Lemon juice/others

4. Dinner

Item	Representative example
Dinner	
Salad	Three bean salad/ onion/ tomato salad/ black-eyed bean salad/ Cucumber salad/ Chickpeas salad
Roti	Roti
Rice	Jeera rice/ Plain rice/ Pulao/ Biryani
Dal	Dal Fry/ Dal Makhani/ Dal Dhaba/ Dal Tadka/ Rajma/ Dal Milioni/ Moong dal/ Methi Dal/ Arhar dal/ Chana Dal
Curd (five days a week)	Plain curd/ Mishti Dahi/ Vegetable Raita/ Boondi Raita/ Chaas/ Lassi
1 Indian Vegetable	Aloo Baingan/ Kofta Curry/ Bhindi Jaipuri, Turiya, Baingan Bharta, Veg Kofta, Pumpkin, Aloo Onion, Pindi Chole/ Jeera Aloo/ Aloo Beans/ Egg curry/ Paneer preparation Chicken preparation-twice in a week.
Pickle & Sides	Mixed vegetable pickle/ Mango pickle/ Lemon pickle + Green mirchi + Lemon slices
Dessert (Fixed dessert portion size approximately 120-150 ml on 5 days of the week)	Gulab Jamun/ Vanilla Ice cream/ Strawberry Ice cream/ Gajar Halwa/any other.

(on the official letterhead of the firm)

Declaration by the Bidder/Tenderer

I/We hereby declare that all the terms and conditions of the tender document has/have been read by me/us and I/we accept all the terms and conditions mentioned in the tender document and shall comply with them strictly.

Further, I/We hereby declare the following:

1. I/We have never been blacklisted by any institution/department due to any reason.
2. I/We are ready to get our capabilities inspected by the Officer/Committee of the University, to judge the level of competency for undertaking the work.

If our bid is accepted, we undertake to:

1. Not to object to our disqualification on the basis of the above declaration, if found wrong and misrepresented at any point during the contract.
2. The workers deployed will be more than 18 years and shall comply with all the statutory requirements

Bidders signature

Official Seal

RATES

Monthly Scheme for Hostlers		
S.No	Item	Rate*
1.	20 days meal coupons per month.	Rs.2500/-
2.	25 days meal coupons per month.	Rs.2950/-
3.	Full Month meal coupons per month.	Rs.3350/-

Daily Meal Rates for Day Scholars/Faculty/Staff/Visitors		
S.No	Item	Rate*
1.	Breakfast	Rs.40/-
2.	Lunch	Rs.60/-
3.	Evening Snacks and Tea	Rs.25/-
4.	Dinner	Rs.50/-
5.	Non Veg Dinner	Rs.70/-
6.	Veg Dinner with Paneer	Rs.70/- (With extra sweet)

***Rates are subject to enhancements**

- There should be monthly schemes, as well as daily and meal-wise coupons available. In monthly schemes, a reasonable approach should be there to refund students who are absent for a long period.
- The above prices are inclusive of GST.** The collection of mess charges and issuance of coupons is the responsibility of the mess vendor every month. The Institute reserves the right to change the process of collection mess fee as and when desired. From the new academic year the collection will be done by the Institute and paid to the vendor after deduction of utility charges , license fees etc.
- The choice of opting for the mess is with the students every month, however, mess vendors will have a minimum 600 student's subscription. The remaining subscription will go to the mess vendors which students' opt. themselves. The students will have the option to buy 20, 25 or 30 coupons every month. The coupon set will have one each for breakfast, lunch, evening snack and for dinner. The students will be allowed to use the month's coupon at any day of the month. Unused coupons will expire after the end of the month. There will be one break during the semesters, for these semesters the number of coupons to be purchased within the break month will be reduced accordingly. The vendor will be informed in advance about the breaks mentioned. Coupons are not transferable. Any day scholars, faculty, staff and guests can eat while paying in the mess as per mentioned rates. The systems may be changed by the Institute as deemed fit.
- The Institute reserves the right to engage the same agency at multiple locations or to engage more than one agency at the same location, as per its requirements, in order to maintain services for the occupants of the Institute.