



Basic Details

Organisation Chain	Indian Institute of Technology Ropar		
Tender Reference Number	1856-23		
Tender ID	2023_IITRP_783442_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Empanelment
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	R-T-G-S
	2	NEFT

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Tender Notice for Empanelment of vendors for Mess Services at IIT Ropar
2	Finance	.xls	Tender Notice for Empanelment of vendors for Mess Services at IIT Ropar

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	10,00,000	EMD through BG/ST or EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	IIT Ropar Revenue Account	EMD Payable At	Ropar

Work /Item(s)

Title	Tender Notice for Empanelment of vendors for Mess Services at IIT Ropar				
Work Description	Tender Notice for Empanelment of vendors for Mess Services at IIT Ropar				
Pre Qualification Details	Please refer Tender documents.				
Independent External Monitor/Remarks	NA				
Tender Value in ₹	NA	Product Category	Miscellaneous Services	Sub category	Mess Services
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	30
Location	IIT Ropar	Pincode	140001	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	M Visvesvaraya Block
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	01-Dec-2023 05:00 PM	Bid Opening Date	14-Dec-2023 03:30 PM
Document Download / Sale Start Date	01-Dec-2023 05:00 PM	Document Download / Sale End Date	14-Dec-2023 03:00 PM
Clarification Start Date	01-Dec-2023 05:00 PM	Clarification End Date	08-Dec-2023 11:00 AM
Bid Submission Start Date	01-Dec-2023 05:00 PM	Bid Submission End Date	14-Dec-2023 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	Tender Notice for Empanelment of vendors for Mess Services at IIT Ropar	1732.29	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	UPLOAD.pdf	Tender Notice for Empanelment of vendors for Mess Services at IIT Ropar	1715.61
	2	BOQ	BOQ_823519.xls	BOQ FOR QUOTING RATES	358.50

Tender Inviting Authority

Name	Deputy Registrar
Address	Store and Purchase Section M Visvesvaraya Block Indian Institute of Technology Ropar Rupnagar 140001

Notice Inviting Quotation (E-Procurement mode)
कोटेशन को आमंत्रित करने की सूचना (ई-प्रोक्योरमेंटमोड)
INDIAN INSTITUTE OF TECHNOLOGY ROPAR

Dated: 01/12/2023

Tender Notice No: 1856-23/AD-SA/MESS/PS/

भारतीयप्रौद्योगिकीसंस्थानरोपड़निम्नलिखितमदोंकीखरीदकीप्रक्रियामेंहै।

Indian Institute of Technology Ropar is in the process of purchasing following item(s) as per details as given as:-

Details of the item	Tender Notice for Empanelment of vendors for Mess Services at IIT Ropar
Bid Security(Earnest Money Deposit)	Rs. 10.0 Lac (Rupees Ten Lac Only).
Performance Security	As per Tender
Delivery Schedule	N/A

निविदा दस्तावेज केंद्रीय सार्वजनिक खरीद पोर्टल <http://eprocure.gov.in/eprocure/app> से डाउनलोड हो सकते हैं। ई-प्रोक्योरमेंट में पंजीकृत नहीं होने वाले इच्छु बोलीदाताओं को वेबसाइट <http://eprocure.gov.in/eprocure/app> के माध्यम से भाग लेने से पहले पंजीकरण करना चाहिए। पोर्टल नामांकन मुफ्त है बोलीदाताओं को सलाह दी जाती है 'आनलाइन बोली के निर्देश' पर दिए गए निर्देशों के माध्यम से जाने की सलाह दी जाए।

Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission'.

निविदाकर्ता वेबसाइट पर निविदा दस्तावेज का उपयोग कर सकते हैं (एनआईसी साइट में खोज के लिए, कृपया निविदा खोज विकल्प और 'आईआईटी' टाइप करें। उसके बाद, सभी आईआईटी रोपड़ निविदाओं को देखने के लिए "गो" बटन पर क्लिक करें) उपयुक्त निविदा का चयन करें और उन्हें सभी प्रासंगिक सूचनाओं से भरें और वेबसाइट पर <http://eprocure.gov.in/eprocure/app> पूरा निविदा दस्तावेज अगले पृष्ठ में दिए गए कार्यक्रम के अनुसार आनलाइन जमा करें।

Tenderers can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type 'IIT'. Thereafter, Click on "GO" button to view all IIT Ropar tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in the next page.

कोई मैनुअल बोली स्वीकार नहीं की जाएगी। सभी कोटेशन (दरसूची) (तकनीकी और वित्तीय दोनों को ई-प्रोक्योरमेंट पोर्टल में जमा करनी चाहिए)।

No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E-procurement portal).

(कुलसचिव / Registrar)

SCHEDULE		
Name of Organization	Indian Institute of Technology Ropar	
Tender Type (Open/Limited/EOI/Auction/Single/Global)	Open	
Tender Category (Services/Goods/works)	Services	
Type/Form of Contract (Work/Supply//Service/Buy/Empanelment)	Services	
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Others	
Last Date and Time for Uploading of Bids	14/12/2023 (3:00 PM)	
Date and Time of Opening of Technical Bids	14/12/2023 (3:30 PM)	
Tender Fee/EMD	Rs. ___NIL___/- (For Tender Fee) Rs. 10,00,000.00/- (For EMD)	
	(To be paid through RTGS/NEFT. IIT Ropar Revenue Account Bank details are as under:	
	Name of the Bank A/C	: IIT Ropar Revenue Account
	SBI A/C No.	: 37360100716
	Name of the Bank	: State Bank of India
	IFSC Code	: SBIN0013181
	MICR Code	: 140002008
	(This is mandatory that UTR Number is provided in the on- line quotation/bid. (Kindly refer to the UTR Column of the Declaration Sheet at Annexure-II)	
No. of Covers (1/2/3/4)	1	
Bid Validity days (180/120/90/60/30)	180 days (From last date of opening of tender)	
Address for Communication	Deputy Registrar, Store & Purchase, M. Visvesvaraya Building, Indian Institute of Technology Ropar, Rupnagar – 140001	
Contact No.	01881-241283,241285	
Email Address	purchase@iitrpr.ac.in, drsp@iitrpr.ac.in,	

(Registrar)

आनलाइन बोली (बिड) के लिए निर्देश / Instructions for Online Bid Submission:

व्यय विभाग के निर्देशों के अनुसार, यह निविदा दस्तावेज केंद्रीय सार्वजनिक प्रापण पोर्टल (यूआरएल: [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) पर प्रकाशित किया गया है। बोलीदाताओं को मान्य डिजिटल हस्ताक्षर प्रमाणपत्र का उपयोग करते हुए सीपीपी पोर्टल पर इलेक्ट्रानिक रूप से अपनी बोलियों की सॉफ्ट प्रतियां जमा करना आवश्यक है। सीपीपी पोर्टल पर पंजीकरण करने के लिए निविदाकर्ताओं की सहायता करने के लिए नीचे दिए गए निर्देशों तात्पर्य है, सीपीपी पोर्टल पर आवश्यकताओं के अनुसार अपनी बोलियां तैयार करें और अपनी बोलियां आनलाइन जमा करें।

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](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. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

अधिक जानकारी सीपीपी पोर्टल पर आनलाइन बोलियां जमा करने के लिए उपयोगी हो सकती है।

More information useful for submitting online bids on the CPP Portal may be obtained at:

<http://eprocure.gov.in/eprocure/app>

पंजीकरण / REGISTRATION

1) बोलीदाताओं को “नामांकन के लिए यहां क्लिक करें” लिंक पर क्लिक करके सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल (यूआरएल: [:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) के ई-प्रोक्योरमेंट मोड्यूल पर भर्ती करना आवश्यक है। सीपीपी पोर्टल पर नामांकन नि:शुल्क है।

Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.

2) नामांकन प्रक्रिया के भाग के रूप में, बोलीदाताओं को अपने खाते के लिए एक अद्वितीय उपयोगकर्ता नाम चुनना होगा और एक पासवर्ड प्रदान करना होगा।

As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) बोलीदाताओं को सलाह दी जाती है कि पंजीकरण प्रक्रिया के भाग के रूप में अपना वैध ईमेल पता और मोबाइल नंबर पंजीकृत करें। इनका उपयोग सीपीपी पोर्टल से किसी भी संचार के लिए किया जाएगा। Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These should be used for any communication from the CPP Portal.

4) नामांकन पर, बोलीदाताओं को सीसीए इंडिया द्वारा मान्यता प्राप्त किसी प्रमाणन प्राधिकरण द्वारा जारी किए गए अपने मान्य डिजिटल हस्ताक्षर प्रमाण पत्र (कक्षा द्वितीय या कक्षा III प्रमाण पत्र के साथ महत्वपूर्ण उपयोग पर हस्ताक्षर करने) की आवश्यकता होगी। (जैसे सीफी/टीसीएस/एनकोड/ई-मुद्रा आदि), इनके प्रोफाइल के साथ

Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

- 5) केवल एक मान्य डीएससी एक बोलीदाता द्वारा पंजीकृत होना चाहिए। कृपया ध्यान दें कि निविदाकर्ता यह सुनिश्चित करने के लिए जिम्मेदार है कि वे अपने डीएससी को दूसरों को उधार नहीं देते हैं जिससे दुरुपयोग हो सकता है।

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.

- 6) बोलीदाता फिर अपने यूजर आईडी / पासवर्ड और डीएससी/ईटीकेन के पासवर्ड को दर्ज करके सुरक्षित लॉग-इन के माध्यम से साइट पर लॉग आन करता है।

Bidder then logs in to the site through the secured log-in by entering their userID / password and the password of the DSC / eToken.

निविदा दस्तावेजों के लिए खोजना / **SEARCHING FOR TENDER DOCUMENTS/**

- 1) सीपीपी पोर्टल में निर्मित विभिन्न खोज विकल्प हैं, ताकि बोलीदाओं को कई मापदंडों से सक्रिय निविदाएं खोज सकें। इन मापदंडों में निविदा आईडी, संगठन का नाम, स्थान, तिथि, मूल्य आदि शामिल हो सकते हैं। निविदाओं के लिए उन्नत खोज का एक विकल्प भी है, जिसमें बोलीदाता कई नामों को जोड़ सकते हैं जैसे संगठन का नाम, अनुबंध का स्थान, स्थान, सीपीपी पोर्टल पर प्रकाशित निविदा की खोज के लिए तारीख, अन्य कीवर्ड आदि।

There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. 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.

- 2) बोलीदाताओं ने एक बार निविदाएं चुनी हैं जिसमें वे रुचि रखते हैं, उसका वे आवश्यक दस्तावेज / निविदा कार्यक्रम डाउनलोड कर सकते हैं। ये निविदाएं “मेरी निविदाएं” फोल्डर में ले जाई जा सकती हैं। इससे सीपीपी पोर्टल को बोलीदाताओं को एसएमएस / ई-मेल के माध्यम से सूचित किया जा सकता है, यदि निविदा दस्तावेज में कोई शुद्धि जारी की गई है।

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.

- 3) बोलीदाता को प्रत्येक निविदा को निर्दिष्ट अद्वितीय निविदा आईडी का नोट बनाना चाहिए, अगर वे हेल्पडेस्क से कोई स्पष्टीकरण / सहायता प्राप्त करना चाहते हैं।

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.

बोली की तैयारी / **PREPARATION OF BIDS**

- 1) बोलीदाता को अपनी बोलियां जमा करने से पहले निविदा दस्तावेज पर प्रकाशित किसी भी शुद्धि को ध्यान में रखना चाहिए।

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- 2) कृपया बोली के भाग के रूप में जमा किए जाने वाले दस्तावेजों को समझन के लिए निविदा विज्ञापन और निविदा दस्तावेज ध्यान से देखें। कृपया उन अंकों की संख्या पर ध्यान दें जिन में बोली दस्तावेज जमा करना है, दस्तावेजों की संख्या- जिसमें प्रत्येक दस्तावेज के नाम और सामग्री शामिल हैं, जिन्हें प्रस्तुत करने की आवश्यकता है। इनमें से कोई भी विचलन बोली को अस्वीकार कर सकता है।

Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. 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.

- 3) बोलीदाता, अग्रिम में, निविदा दस्तावेज/ अनुसूची में बताए अनुसार प्रस्तुत करने के लिए बोली दस्तावेज तैयार करना चाहिए और आम तौर पर, वे पीडीएफ/एक्सएलएस/आरएआर/डीडब्ल्यूएफ स्वरूपों में हो सकते हैं। बोली दस्तावेजों को 100 डीपीआई के साथ काले और सफेद विकल्प स्कैन किया जा सकता है।

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.

- 4) मानक दस्तावेजों के एक ही सेट को अपलोड करने के लिए आवश्यक समय और प्रयास से बचने के लिए जो प्रत्येक बोली के भाग के रूप में जमा करने के लिए आवश्यक हैं, ऐसे मानक दस्तावेज अपलोड करने का प्रावधान (जैसे पैन कार्ड कॉपी, वार्षिक रिपोर्ट, लेखा परीक्षक प्रमाणपत्र आदि) बोलीदाताओं को प्रदान किया गया है। ऐसे दस्तावेजों को अपलोड करने के लिए बोलीकर्ता उनके लिए उपलब्ध “मेरा स्पेस” क्षेत्र उपयोग कर सकते हैं। बोली जमा करते समय ये दस्तावेज सीधे “मेरा स्पेस” क्षेत्र में जमा किए जा सकते हैं, और उन्हें बार-बार अपलोड करने की आवश्यकता नहीं है इससे बोली जमा प्रक्रिया के लिए आवश्यक समय में कमी आएगी।

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.

बोली जमा करना / SUBMISSION OF BIDS

- 1) बोलीदाता को बोली प्रस्तुति के लिए अच्छी तरह से साइट पर लॉग इन करना चाहिए ताकि वह समय पर बोली अपलोड कर सके अथवा फिर बोली प्रस्तुत करने के समय से पहले। अन्य मुद्दों के कारण किसी भी देरी के लिए बोलीदाता जिम्मेदार होगा।

Bidder should 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) बोलीदाता को निविदा दस्तावेज में दर्शाए अनुसार एक-एक करके आवश्यक बोली दस्तावेजों को डिजिटल हस्ताक्षर और अपलोड करना होगा।

The bidder has to digitally sign the bid document and upload the required bid documents one by one as indicated in the tender document.

- 3) बोलीदाता को निविदा शुल्क/ ईएमडी को भुगतान के लिए “आन लाइन” के रूप में भुगतान विकल्प चुनना होगा और उपकरण का विवरण दर्ज करना होगा। जब भी, ईएमडी / निविदा शुल्क की मांग की जाती है, बोलीदाताओं को टेंडर शुल्क और ईएमडी अलग-अलग आरटीजीएस के माध्यम से आन लाइन पर भुगतान करने की आवश्यकता होती है।

Bidder has to select the payment option as “on-line” to pay the tender fee / EMD as applicable and enter details of the instrument. Whenever, an EMD / Tender fee is sought, bidders need to pay the tender fee and EMD separately on-line through RTGS.

- 4) एक मानक BoQ प्रारूप को सभी बोलीदाताओं द्वारा भरने के लिए निविदा दस्तावेज प्रदान किया गया है। बोलीदाताओं को इस बात का ध्यान रखना चाहिए कि उन्हें आवश्यक प्रारूप में अपनी वित्तीय बोली जमा करनी चाहिए और कोई अन्य प्रारूप स्वीकार्य नहीं है। बोलीकर्ताओं को BoQ फाइल को डाउनलोड करने, इसे खोलने और अपने संबंधित वित्तीय उद्धरण और अन्य विवरण (जैसे बोलीदाता का नाम) के साथ सफेद रंगीन (असुरक्षित) कोशिकाओं को पूरा करना आवश्यक है। कोई भी अन्य कक्ष नहीं बदला जाना चाहिए। एक बार विवरण पूरा हो जाने पर, बोलीदाता को इसे सहेजना होगा और इसे आनलाइन जमा करना होगा, बिना फाइल नाम बदले। यदि BoQ फाइल को बोलीदाता द्वारा संशोधित किया गया है, तो बोली को खारिज कर दिया जाएगा।

A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 5) सर्वर का समय (जो बोलीदाताओं के डैशबोर्ड पर प्रदर्शित होता है) बोलीदाताओं द्वारा बोलियों को खोलने के लिए समय सीमा को संदर्भित करने के लिए मानक समय के रूप में माना जाएगा। बोलीदाताओं को खोलना आदि। बोलीदाताओं को बोली प्रस्तुत करने के दौरान इस समय का पालन करना चाहिए।

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) बोलीदाताओं द्वारा प्रस्तुत सभी दस्तावेज पीकेआई एन्क्रिप्शन तकनीकों का उपयोग करके एन्क्रिप्ट किया जाएगा जिससे डेटा की गोपनीयता सुनिश्चित हो सके। दर्ज किए गए डेटा को अनाधिकृत व्यक्तियों द्वारा बोली खोलने के समय तक नहीं देखा जा सकता है। बोलियों की गोपनीयता को सुरक्षित सॉकेट लेयर 128 बिट एन्क्रिप्शन तकनीक का उपयोग कर रखा जाता है। संवेदनशील क्षेत्रों का डेटा संग्रहण एन्क्रिप्शन किया जाता है।

All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

- 7) अपलोड किए गए निविदा दस्तावेज केवल अधिकृत बोलीदाता द्वारा निविदा खोलने के बाद ही पठनीय हो सकते हैं।

The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) बोलियों के सफल और समय पर जमा होने पर, पोर्टल सभी प्रासंगिक विवरणों के साथ बोली संख्या, बोली जमा करने की तारीख और समय के साथ बोली सफलतापूर्वक जमा करने का संदेश एवं बोली सारांश प्रदर्शित करेगा।

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) कृपया अनुपालन पत्रक की एक पीडीएफ फाइल में सभी प्रासंगिक दस्तावेजों के स्कैन किए गए पीडीएफ को जोड़ दें।

Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

बोलीदाताओं को सहायता / ASSISTANCE TO BIDDERS

- 1) निविदा दस्तावेज से संबंधित कोई भी प्रश्न और इसमें निहित नियमों और शर्तों को निविदा आमंत्रण प्राधिकरण को निविदा के लिए अथवा निविदा में वर्णित प्रासंगिक संपर्क व्यक्ति से संबोधित किया जाना चाहिए।

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

- 2) आनलाइन बोली प्रस्तुत करने अथवा सामान्य में सीपीपी पोर्टल से संबंधित प्रश्नों की प्रक्रिया से संबंधित कोई भी प्रश्न 24x7सीपीपी पोर्टल हैल्पडेस्क पर निर्देशित किया जा सकता है। हैल्पडेस्क के लिए संपर्क संख्या 1800 233 7315 हैं।

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 1800 233 7315.

बोलीदाताओं के लिए समान्य निर्देश / General Instructions to the Bidders

- 1) निविदाएं पोर्टल <http://eprocure.gov.in/eprocure/app> के माध्यम से आनलाइन प्राप्त होगी। तकनीकी बोलियों में, बोलीदाताओं को सभी दस्तावेजों को पीडीएफ प्रारूप में अपलोड करना होगा।

The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app> .In the Technical Bids, the bidders are required to upload all the documents in .pdf format.

- 2) कंपनी के नाम में स्मार्ट कार्ड/ई-टोकन के रूप में मान्य क्लास II/III डिजिटल हस्ताक्षर प्रमाणपत्र (डीएससी) के पंजीकरण के लिए एक शर्त है और <https://eprocure.gov.in/eprocure/app> के माध्यम से बोली प्रस्तुत करने की गतिविधियों में भाग ले सकते हैं। डिजिटल हस्ताक्षर प्रमाणपत्र पर अधिकृत प्रमाणित एजेंसियों से प्राप्त की जा सकती है, जिनमें से जानकारी “डीएससी के बारे में सूचना” लिंक के तहत वेब साइट <https://eprocure.gov.in/eprocure/app> पर उपलब्ध है।

Possession of a 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”.

- 3) निविदाकर्ता को सलाह दी जाती है कि <https://eprocure.gov.in/eprocure/app> पर ई-प्रोक्योरमेंट के लिए सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल माध्यम से आनलाइन बोली के जमा करते समय निविदाकार हेतु निर्देशों में उपलब्ध निर्देशों का अनुगमन करें।

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



Tender Notice for Empanelment of vendors for Mess Services at IIT Ropar

Part-I: General

- Online bids are invited in **Two Bid System**, i.e, (a) **Technical bid** consisting of all technical details along with commercial terms & conditions, (b) **Financial bid** as per Annexure-4 from interested contractors for empanelment for running mess either **(A) Pay and Eat basis** or **(B) Per Student Per Day Meal Cost basis or Both basis** at IIT Ropar for messes i.e. Annapurna Dining Hall (East), Annapurna Dining Hall (West) and new Dining Hall. Total number of students in the campus will be approximately 3000. The number of residents may vary depending upon academic sessions and vacations.
- Each bidders are required to quote for both the option(s) they are interested as mentioned below:
 - Pay and Eat basis.** The numbers of residents who will use the mess are not fixed and may vary from day to day.
 - Traditional System: Per student per day meal** (Breakfast + Lunch + Dinner) cost basis for fixed No. of students where the No. of students will be 600-1000 (approximately) for each mess. **The approximate student strength may vary during summer and winter vacations.**
 - No bidder will be awarded for more than one mess. All three messes will be awarded to 3 separately qualified bidders only.**
 - Institute reserves the right to go ahead with any one option from the two options mentioned above at A & B in point No. 2.**
- The contractor will quote the price and will provide the catering services as per a menu (see Annexure-2).
- The contract will be initially for a period of **One Year** and it may be extended for a further period of **2nd and 3rd year** after reviewing the performance of the firm by the Mess Committee and Hostel Management Council and on mutual consent with agreed upon terms and conditions.
- The Competent Authority reserves the right to accept or reject any or all tenders without assigning any reasons thereof. The institute will not be responsible for any delay during online submission. In case of any clarification or a problem, the decision of the Institute will be final and binding on the contractor.**

Part-II: Details of Mess

- The mess will provide all students breakfast, lunch and dinner, on all days of the month. Each meal will be served over a period of at least 2 hrs. The actual timings that must be adhered to will be informed to the contractor.
- Basic menu is given in Annexure 2 (i). The menu can be changed in consultation with the mess committee and after the approval of competent authority.
- Prices to be quoted on the basic menu (Annexure 2(i)) on a per meal basis for both options i.e. Pay & Eat and Traditional mess system
- The quote should be submitted in the format shown in annexure – 4
- The successful bidder can prepare and sell additional menu items in addition to the basic menu. The additional menu items and their prices will be as per rates quoted in Annexure 2(ii).
- The diet rates can be revised after one year of award of contract with the approval of Competent Authority.

Part –III: Quality Maintenance

- The quality of raw materials used for cooking will be as per specifications provided in Annexure-1.
- Materials known to be harmful to health (as decided by the Institute from time to time) such as food coloring, soda, ajinomoto, etc. will not be used.
- The contractor will use all raw materials of the best quality available in the market.
- Institute will have the right to decide and to prescribe varieties and brands of various materials used in cooking and other preparations.
- The contractor shall procure only good quality fresh vegetables from the market. The vegetables shall not be stored for more than 1 day in summer months and 3 days in winter months at a stretch. The Hostel administration or its nominee(s)/mess committee of students shall have the right to check the quality of food articles and cooked food and vegetables etc. items from time to time.
- The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served, and that stale food is not recycled. Stale food shall be removed from the mess premises immediately. Under no circumstances stale food shall be served.

7. The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall cater to the general taste of the residents.
8. The oil that remains from the deep frying at the end of the day shall be discarded as per the Govt. norms and shall not be recycled for the purpose of cooking again.
9. The contractor must ensure hygienic cooking, proper handling by cooking/catering staff, efficient, neat and clean services. The kitchen, dining hall and cleaning of sewerage lines from kitchen and washing area will have to be cleaned by the staff of the contractor every day without fail and garbage to be taken out to Corporation Vat by the staff of the contractor.
10. The contractor must also ensure that the table surface is cleaned after every use.
11. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all times.
12. Service bearers engaged by the contractor should be well groomed and they shall wear neat & clean uniform while on duty and shall have adequate experience in serving with etiquette and courtesy. It is required that all mess workers wear head cover while on duty and hand cover as required.
13. The contractor shall ensure that sufficient manpower is deployed for preparation and service of each meal including cleaning, washing and overall upkeep of mess assets and premises. The workers shall be placed at all times under exclusive supervision of the contractor. The contractor must follow the concerned labor laws in respect of his workers. The attendance of the mess workers shall be checked from time to time.
14. The contractor also agrees to employ specialist cooks for preparing different regional (North/South Indian etc.) food items.
15. The waste material and unused/ leftover food from the mess shall be removed from the mess premises every day by the contractor. The contractor shall ensure that stray cattle, dogs etc. do not consume any food within the mess premises. Government guidelines must be followed while dumping the waste.
16. The mess shall function on all days throughout the year and will not be allowed to be closed on any day, including holidays, for any reasons whatsoever.
17. The Institute may indicate the requirement for catering service if there is a schedule for Seminar/Training/Symposium/Workshop etc. for more number of participants than normal on a given day, with 12 hour advance intimation.
18. The contractor shall not be allowed to use the hostel or mess premises to offer any mess services beyond the scope of the contract unless agreed by the Hostel Administration.
19. Vegetarian and Non-Vegetarian food should be cooked, stored, and served separately.
20. **The Authority can impose a fine on the contractor and/or cancel the contract in case of sub-standard quality and quantity of food items, malpractices, lack of hygiene, mass food poisoning or violation of any of the conditions of the contract.**

Part IV: Infrastructure

1. The contractor shall bring all kitchen and cooking equipment/ utensils. The Institute will provide only the kitchen space and furniture of the dining hall. The cooking infrastructure/ equipment including big utensils, tandoors, roti making machines and other items whatsoever is required will be arranged by the vendor on his cost only. The inventory of articles shall be handed over to the contractor in good and working condition at the commencement of the contract. **Important:** The maintenance of the utensils, furniture and appliances shall be done and ensured by the contractor at his/her own cost. The contractor shall be the custodian of this Institute property and mess inventory during the period of contract. He is expected to use the Institute's inventory items and maintain them in good condition and shall make up for the loss to the inventory by way of misuse, breakage, theft etc. at his own cost. Similarly the inventory in good condition shall be handed over by the contractor to the IIT Ropar Mess Committee on the expiry of the contract period. Replacement due to loss and breakage of the utensils, crockery etc. by the contractor's staff will be the contractor's responsibility to provide new items of equivalent quality. The security deposit shall be refunded only after a "No Dues Certificate" is granted by the Associate Dean, Hostel Management, IIT Ropar. Loss of any kind to the Mess/kitchen equipment/utensils due to the negligence of staff of Mess will have to be borne by the contractor/caterer and the same will be recovered from the security deposit of the contractor/caterer.
2. **License Fee:** The license fee as decided by the Institute for the mess premises will be **Rs. 79,889/- plus GST per month** for each dining hall kitchen area (separately for Annapurna Dining Hall (East), for Annapurna Dining Hall (West) and New Mess dining hall will be charged from the successful bidder(s). There will be a suitable increase in rent/license fee every year or as decided by IIT Ropar / GOI from time to time whichever is higher. Contractor will be required to deposit 3 months license fee/rent in advance as security. Further the contractor has to pay electricity bills for the actual usage of electricity pertaining to the kitchen area. Separate meter has been fixed for this purpose. **No License Fee will be charged if the mess is closed during the vacation period.**

3. The Institute will provide electricity and water connections. However, payment will have to be made by the contractor on a monthly basis as per the meter reading and the rates as fixed by the state government.
4. The contractor shall not be allowed to use electricity as a cooking fuel. However, he shall be permitted to use toasters, refrigerators, geysers, water coolers, mixer / grinder, oven and other equipment for cutting / grilling vegetables, etc. Any other electrical cooking appliances may also be used by the contractor after obtaining prior permission.
5. Facility of a first aid box with adequate capacity is mandatory to be provided to the mess workers.
6. Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.
7. Food should be served and maintained warm at all times.
8. Water should be served on the tables and filled salt dispensers must be available on the table at all times.
9. Cleanliness of the dining area to be maintained by the caterer at all times.
10. Caterers should use fresheners regularly in the mess dining, kitchen and washing area to avoid foul smell.
11. Supply of food items: During the designated food hours, the contractor is responsible for ensuring that a sufficient quantity of all food items is prepared. To avoid the overcrowding, he must ensure that there are adequate counters for all items and personnel to supply these food items. He is also responsible for ensuring a consistent and regular supply of 'Fresh chapatis' during the dining hours. He may install an adequate number of roti-making machines/Manpower on his own.

Part V: Billing

1. The mess system is purely on the basis of **Pay and Eat** or **Per student per day meal cost**.
2. **In case of Pay and Eat basis:** Billing and collection of money is the responsibility of the contractor. Price cannot be changed without permission from the Competent Authority.
3. **In case of Per student per day meal cost basis:** The monthly bill (to be submitted by the contractor in the Hostel Office latest by 2nd of every month) of the contractor will be paid after pre-audit and deducting TDS and other statutory deductions as per Govt. of India norms. The contractor has to submit the proof of the GST deposit along with Monthly bill. Payment will be processed only after submission of required documents. The contractor has to pay license fee and the electricity charges before receiving the payment of the monthly bill from the Institute. **No Advance payment will be given against any bill.**
 - a. Rebates for Undergraduate students: Maximum 20 days (or as may be decided by the Mess Committee) in an academic semester, Minimum 03 days at a stretch only if the concerned student informs in writing to the Mess Manager through the Hostel Caretaker at least one day in advance.
 - b. Rebates Post Graduate / PhD Students: Rebate for officially allotted duty leave duration and maximum 20 days (or as may be decided by the Mess Committee) of personal choice of absence every semester and minimum 03 days at stretch only if the concerned student informs in writing to the Mess Manager through the Hostel caretaker at least one day in advance.

Part VI: Contract Period

1. The contract will be for a period of **One year** from the date of award. It may be extended for a further period of one year + one year after reviewing the performance of the firm by the Hostel Management Council and on mutual consent with agreed upon terms and conditions.

Part VII: Eligibility Criteria

1. **The contractor should have a minimum 3 years of relevant satisfactory experience of running and maintaining mess services in IITs / NITs / IIMs / ISBs / CFTIs / Government Universities / Recognized Private Universities / Institutions. Certificates of satisfactory running of the mess with at least 400 students of 3 years from 01-04-2020 to 31-03-2023 must be submitted along with the bid. Only experience/performance certificates issued by the previous or current buyer institute/university will be considered as proof of experience. No other document will be considered as proof of experience. Experience certificates must contain start date, end date and number of students/users.**
2. **The minimum annual turnover of an intending firm should be Rupees 1.5 Crore average for any three years from 01-04-2020 to 31-03-2023.**
3. **The contractor should have valid ISO, FSSAI certification, Labour license, GST, PAN, ESI and EPF etc. registration are eligible to apply.**
4. **Bidder should have to submit an EMD of amount of Rs. 10.0 Lac (Rupees Ten Lac Only).**

Part VIII: Submission of Proposal and Selection Criteria

1. Intending firms should submit two separate bids through the CPPP portal containing Technical Bid and Financial Bid within 14 days of issue of this NIT.
2. The Technical Bid should contain application form (Annexure 3) along with the duly signed copy of

documents related to satisfactory experience containing number of students, P&L and Balance sheet / CA Certificates showing three years turnover, and all other certificates as required in **PART-VII: Eligibility Criteria**.

3. Affidavit to be signed by the Director/CEO/Proprietor/Partners of the company/firm stating that the firm have not been debarred or blacklisted for any service / supplies by any organization / Educational Institute / University and no criminal case / legal proceeding or industrial dispute is pending or contemplated against the firm in last 5 years.
4. The successful bidder will be required to deposit an amount of **Rs. 20 Lacs** as interest free Security Deposit for each mess/each dining hall with the Institute for due performance of the contract on his/her part in the form of Demand Draft/Fixed Deposit/PBG Receipt duly pledged in favour of IIT Ropar Revenue Account valid for a period of 42 months which will be further extended in case of extension of contract. The Institute reserves the right to forfeit the Security deposit if he fails either to perform the contract or give less than one month notice for termination of the contract or for the breach of any terms & conditions. No interest shall be payable by the Institute for sums deposited as Security Deposit.
5. **Insurance:** The successful bidder (contractor) shall take third party insurance to cover any accident or accidents of nature, for an amount as required for this type of work against damage /loss/ injury to property or persons or loss of life during the complete period of the contract. A copy of the insurance policy will be handed over by the contractor to the concerned authority of the Institute before the starting date of the work as specified in the work order / letter of intent. In case the contractor fails to take the insurance policy, the Institute may stop payments of bills to the contractor till insurance is arranged by the contractor or terminate the contract at the risk and cost of the contractor.
6. **Indemnity:** The contractor shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, GST, Royalty, Excise duty, Octroi, Works contract etc. and shall keep the institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws.
7. The staff engaged by the contractor will be solely under contractor's employment, control and discipline and in case of termination of the contract, the Institute will not be liable for loss or damage, if any, caused to the contractor or contractor's employees. The Institute will not also be liable in case of services of any of the employees dispensed with by the contractor. The staff engaged with the contractor must be paid Govt. approved wages along with EPF, ESI. The contractor shall be responsible for fulfilling the requirement of all statutory provisions of relevant enactments viz. Minimum Wages Act, Payment of Wages Act, Industrial Disputes Act, Gratuity Act, Contract Labour (Regulations and Abolition) Act and all other labor and industrial enactment at his own risk and cost in respect of all staff employed by them. The contractor will follow all the Labor laws as per the rules of the Government.
8. The contractor must provide a list of employees to the Institute at regular intervals. Only such mess workers of the contractor whose name is on the list will be allowed to stay in the dining hall premises. The mess workers are allowed only in the mess area or their allotted room and will not be allowed to enter any other areas of the Hostel/institute.
9. The staff employed in the mess shall be provided with uniform by the contractor as per their job assignments and they shall wear it compulsorily while on duty. The contractor shall employ only adult and trained staff with good health and sound mind for all services. He shall also nominate a qualified and experienced manager acceptable to the Institute to take orders / instructions from the mess committee and the hostel administration.
10. The contractor shall ensure that all employees engaged by him are free from communicable / infectious disease. Medical Officers specified by the institute shall conduct medical examinations every 6 (six) months or as decided by the Institute. The cost of the medical examination will be borne by the contractor. If in the opinion of the Institute any of the contractor's employee(s) is found to be suffering from any such disease or if any employees(s) of the contractor are found to have committed misconduct or misbehavior, the Hostel Administration shall have the right to ask the contractor to remove such employee(s) without questioning the decision of the Institute. The Institute shall be entitled to restrain such employee(s) from entering the mess premises.
11. IIT Ropar is not responsible for any accident to the Contractor's employees. The institute shall not be responsible for any type of compensation, if any labour is injured/dies while on duty. Cost of Personal insurance of each labour has to be borne by the contractor.
12. The contractor shall be responsible for his employees in observing all security and safety regulations and instructions that may be issued by the Institute from time to time. The contractor shall have the right to appoint and to take appropriate disciplinary actions against his workers who fail to fulfill his obligations under this agreement provided due process is followed and the action is in accordance with Industrial Employment (Standing Order) Act, 1946 and the Institute is kept informed. However, the contractor shall

not in any capacity employ any person(s) of bad character or any person whose antecedents are not acceptable to the Institute.

13. The contractor shall not appoint any sub-contractor for the assignment to him without the written permission of the Institute.
14. The contract can be terminated either way; by giving 06 (Six) month notice by the contractor to the Institute or 01 (one) months' notice by the Institute to the contractor.
15. **Important:** Only those firms/persons already engaged in providing catering services to reputed academic institutions/organization, having experience need to apply. Rates should be quoted as per Annexure 4, inclusive of all applicable taxes. **Since the mess service users are solely the students, the Institute reserves the right of not awarding the contract to Firms who have already served as a mess contractor with our Institute and whose service and quality of food was not acceptable to the students.**
16. **Notwithstanding anything-contained herein above, the Institute will determine a cut-off rate, keeping in view the standards of quality and quantity of food (which is to be kept a secret), as a base rate. This rate will be declared on the same day before opening the financial bid. Financial Bids below this base rate will be rejected. Base rate is calculated as the sum of the cost of breakfast, lunch and dinner as per Annexure 4.**
17. Based on the technical bid evaluation, there will be an interview /presentation through hybrid mode with the bidders (The interview date will be intimated to the technically qualified bidders). The technically qualified bidders are required to make the compulsory power point presentation of about 5 minutes on the parameters mentioned in the format below. PPT copy must be submitted in advance to the Student Affair office before opening of financial bid. **Only the rates quoted for basic menu (Annexure 4; sum of cost of breakfast, lunch and dinner) will be evaluated for financial bid.** During evaluation 30% weightage will be given to Competency of bidder & 70% to financial bid. After the interviews with the bidders, the financial bid will be opened and the date will be intimated to the bidders. Top scorers will be empanelled to run the mess.

Important: Qualifying Technical bids and Interviews are prerequisite for opening financial bids.

18. BID EVALUATION SCHEME:

The final bid evaluation scheme which is based on total marks out of 100 as given below.

i. Competency of bidder (30 marks)

The parameters will be used to evaluate the bidder's credentials and competence to serve the Institute as per the requirement. The score gained will be considered in the final score for each Bidder.

S. No	Description	Max Marks
1	Turnover of the firm	10
2	Experience	20

- There will be an upper cap on Turnover and Experience which will be decided by the Committee.
- Experience marks will consist - Overall Experience, Experience with IITs/NITs/CFTIs/Others, Strength of the students in mess and Feedback from buyers in any 3 years.

ii. Weightage for price of Menu marks (70 Marks)

The weightage is again divided into two categories as follows:

Category	Weightage (X)
a. Basic Menu b. Extra Item Menu	70

The normalized financial bid score (NFBS) in each category is calculated as per the following formula:

$$\text{Normalized Financial Bid Score (category)} = \frac{(\text{Cut-off Rate to be decided by the Committee}) \times X}{\text{Tender price quoted by respective tenderer}}$$

Where, X is the weightage as per the above table.

Normalized Financial Bid Score Total (NFBST): NFBS (Basic Menu) +NFBS (Extra items menu)

Final Bid Evaluation:

Scoring of Financial Bids for Mess = Scoring of competence (30%) + Normalized Financial Bid Score Total, NFBST (70%)

The Top scorers will be empanelled to run the mess.

19. Subsequent to the finalization of the Party/Parties to whom the order may be placed, the Institute reserves the right to conduct a price negotiation.
20. After ONE year, the contract may be extended for a period of one more year up to max. of 3 years with one year at an instant, subject to positive feedback by the users of the Hostel Mess and the Institute. After the end of every year the performance will be evaluated. The Institute reserves the right not to invoke this arrangement if the performance of the contractor is not found to warrant such an extension.
21. The contractor will depute separate cleaning staff for whole mess premises (including cooking area, dining area, washing area and washrooms).
22. There will be a separate dress code for cleaning staff, mess workers and managers in order to differentiate among themselves and the cleaning staff will not be allowed to do any mess related work. **Caterer should provide a minimum of two pairs uniform to the workers and ensure that workers report for duty in clean uniforms.**
23. The Caterer, at his own expense, should conduct medical examinations of all the workers every six months and keep the original certificates of fitness, indicating that they are free from any communicable disease, available in the mess for inspection.
24. **Pest Control:** It is the sole responsibility of the vendor to periodically pest controls the whole Mess cooking area, Store and dining area. He should have to maintain a separate register for the record of weekly pest control. If the vendor fails to do the same, IIT Ropar will do the pest control of the mess area and the charges for the same will be collected from the caterer.
25. The caterer is liable to put the hand wash materials at all designated places in the mess

Part IX: Penalties for violation of rules, terms and conditions

Monetary fine will be levied on the caterer in case of violation of the following rules:

1. Unavailability of complaint register on the counter/discouraging the complaint.
2. 10 or more complaints of unclean utensils in a day would lead to a fine on the caterer.
3. If the mess committee agrees that a certain meal was not cooked properly.
4. If food for any meal over within timings of mess and waiting time is more than 20 minutes, then a fine as decided by the Mess Committee would be imposed on the caterer. Mess timings: As decided by the Mess Committee.
5. Changes in menu without permission of the Mess Committee/Mess Secretary would result in a fine on the caterer.
6. Fine on any discrepancy (personal hygiene of workers, kitchen area, dining area, smoking & drinking by the mess staff etc).
7. For any rules stated in the agreement, - First violation of the rule implies fine as per the rule. - Second violation of the same rule within 30 days will attract double the initial amount of fine for the caterer. - All subsequent violations of the same rule would invite triple times the initial amount of fine.
8. In case of presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails, pieces of plastics etc. Other items like Cockroaches, flies, insects etc. Fine to the tune of Half the price of that particular meal per head multiplied by the number of students in the hostel.
9. In case of presence or use of Stale/ Spoilt ingredients, e.g. rotten vegetables, infected grains, non-branded items etc (Fine will also be imposed if these are about to be used.) – fine to the tune of Full price of that meal per head multiplied by the number of students in the hostel.
10. Absence of proprietor from mess council meeting (which will be held once every month), on due invitation, will attract a fine of Rs. 20,000/- on caterer.
11. Cleaning of the drainage will be the responsibility of the caterer only. For the first time the institute will arrange the cleaning after that caterer will maintain the cleaning of the drainage inside the kitchen area.
12. As and when the mess council proposes a fine it will inform the representative of the caterer or mess manager and a fine will be imposed.
13. In the case of delay / default in payment of contribution under ESI Scheme and EPF Scheme besides the recovery of the amounts due to the Contractor towards their contribution, penal interest and / or damages as may be levied by the ESI / EPF Scheme Authorities, a penalty of 20% of the above amount would also

be levied and recovered from their running bills. In the event of cessation of the contract due to any reason whatsoever, the Security Deposit will be refunded only after due satisfaction as regards the payment of ESI and EPF dues by the Contractor.

14. The Institute shall not be a party in case of any dispute that takes place between the Contractor and his employees/outside vendors.
15. **Arbitration:** In the unfortunate situation, if any / all disputes, disagreements and controversies arisen in any manner, which cannot be settled by mutual agreement between the two parties, shall be resolved through arbitration. The member arbitrator(s) shall be ONE and shall be appointed the Director, IIT Ropar. The decision of sole arbitrator shall be final and binding to both the parties. All provisions of Arbitration and Conciliation Act 1966 (with Amendments) shall apply and the legal place of arbitration shall be Rupnagar, Punjab. The language of arbitration proceedings shall be English. The Court, which has jurisdiction in the matter is District Court, Rupnagar, Punjab.

**Registrar,
Indian Institute of Technology
Ropar, Rupnagar, Punjab-140001**

Quality Maintenance

Item	Brand
	All dry ingredients will be bought from open market, packed and of highest quality
Salt	Tata, Annapurna, Nature fresh, Patanjali
Spices	M.D.H. Masala, Satyam, Badshah, Everest , Catch, Patanjali, Goldee, Rakesh
Jam/Ketchup	Maggi, Kissan, Heinz / Tops, Patanjali
Cooking Oil	Agmark/ISI or branded items such as Sundrop, Godrej, Saffola, Fortune, Patanjali, Markfed
Pickle	Mother's or Pravin or Priya or Bedekar or Nilon's or Tops or
Atta	Aashirvad, Pillsbury, Annapurna , Ginni, Patanjali or freshly grinded (with the prior approval of authority only)
Rice	Basmati Tukda (¾ size) e.g. Dubraj, India Gate, or equivalent in Punjab Market
Butter	Amul, Britannia, Verka, Mother Dairy, Vita
Bread	Bonn, Britannia, Super
Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday, Verka, Vita
Milk	Verka, Amul ,Reliance, Vita, Super, Mother Dairy (Green Packet)/ Other brand after approval from the Hostel Administration
Paneer	Amul, Verka, Mother Dairy or any of other branded item apart from above mentioned brands approved by the Hostel Administration

Note: Food should be tested by an accredited Laboratory and monthly compliance report shall be filed by the contractor. All the expenses for food testing shall be the responsibility of the contractor. The sample will be decided randomly by the authority.

Annexure-2 (i)

MESS MENU							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast (7.30 AM to 09:15 AM, Sunday/Holidays - 8:00 AM to 9:30 AM)	<ul style="list-style-type: none"> ● Aloo Pyaz Paratha, ● Ketchup, Pickle, ● Sprouts, ● Bournvita, Coffee, ● Bread, Butter, Jam, ● Milk (200ml), Tea 	<ul style="list-style-type: none"> ● Uttapam, ● Sambhar, ● Red Coconut Chutney, ● Fruits(2 Nos.), Cornflakes, ● Bournvita, Coffee ● Bread,Butter, Jam, ● Milk (200ml), Tea 	<ul style="list-style-type: none"> ● White Chole, ● Puri ● Ketchup, Pickle, ● Fruits/ Boiled Eggs (2Nos.) ● Bournvita, Coffee, ● Bread, Butter, Jam, ● Milk (200ml), Tea 	<ul style="list-style-type: none"> ● Pav Bhaji, ● Dalia, ● Chopped Onion, ● Sprouts, ● Bournvita,Coffee, ● Bread, Butter, Jam, ● Milk (200ml), Tea 	<ul style="list-style-type: none"> ● Mix Paratha, ● Ketchup, Pickle, ● Sprouts, ● Bourn Vita,Coffee, ● Bread, Butter, Jam, ● Milk (200ml), Tea 	<ul style="list-style-type: none"> ● Poha, ● Ketchup, ● Chopped Onion, ● Omelette/Fruits (2 Nos.), ● Bournvita, Coffee, ● Bread, Butter, Jam, ● Milk (200ml), Tea 	<ul style="list-style-type: none"> ● Dosa, Sambhar, ● Red Coconut Chutney, ● Fruits / boiled Egg(2 Nos), ● Bournvita, Coffee, ● Bread, Butter, Jam, ● Milk (200ml), Tea
Lunch (12.30 PM to 02:15 PM)	<ul style="list-style-type: none"> ● Veg Biryani/Egg biryani, ● Chana Dal ● Mix Raita, ● Chapati, ● Salad 	<ul style="list-style-type: none"> ● Rajma, ● Pumpkin, ● Curd (200gm), ● Rice, ● Chapati, ● Salad 	<ul style="list-style-type: none"> ● Kadhi Pakoda, ● Jeera Aloo, ● Fryums/papad, ● Jeera Rice, ● Chapati, ● Salad 	<ul style="list-style-type: none"> ● Corn Palak, ● Lobia Dal, ● Fruit Raita ● Rice, ● Chapati, ● Salad 	<ul style="list-style-type: none"> ● Moong Dal, ● Malai Kofta ● Boondi Raita, ● Rice, ● Chapati, ● Salad 	<ul style="list-style-type: none"> * White Channa, * Aloo-Capsicum, * Batura * Green Chutney, * Curd(200gm), * Rice, * Chapati, * Salad 	<ul style="list-style-type: none"> ● Dal Makhani, ● Masala Beans, ● Curd(200 grams), ● Rice, ● Chapati, ● Salad
Dinner (7.30 PM to 09:15 PM)	<ul style="list-style-type: none"> ● Masala Bhindi, ● Black Masur Dal, ● Rice, ● Chapati, ● Salad, ● Gajar halwa 	<ul style="list-style-type: none"> ● Aloo Matar, ● Arhar Dal, ● Rice, ● Chapati, ● Salad, ● Shahi tukda 	<ul style="list-style-type: none"> ● Paneer Bhurji/Egg Curry, ● Green Sabut Moong, ● Rice, Chapati, ● Salad, ● Gulab Jamun 	<ul style="list-style-type: none"> ● Matar Mushroom, ● Masoor Dal, ● Rice, ● Chapati, ● Salad, ● Jalebi 	<ul style="list-style-type: none"> ● Aloo Pyaz Beans, ● Moth Dal, ● Fried Rice, ● Chapati, ● Salad, ● Seviyan/bada m milk 	<ul style="list-style-type: none"> ● Mix Dal, ● Soya Badi, ● Pulav, ● Chapati, ● Salad, ● Rice Kheer 	<ul style="list-style-type: none"> ● Shahi Paneer/Butter Chicken, ● Black Urad Dal ● Chapati ● Rice, ● Salad ● Ice cream(2 scoops)
Extras paid Items (for Lunch and dinner)	Lunch: Sarso saag	Lunch: Pindi Chana		Lunch: Chili paneer	Lunch: Palak paneer	Lunch: Gobi Masala	
	Dinner: Honey Chilli Patato	Dinner: Tawa sabji		Dinner: Kadai Chicken	Dinner: Chicken biryani	Dinner: Chana Masala	
Notes	1. Ice Cream Flavours - Vanilla, Butterscotch alternatively. 2. Dry Fruits in Desserts - Cashews, Almonds and Raisins. 3. Paneer Amount : 75 g raw plus 75 g gravy, Chicken Amount: 125 g raw plus 125 g gravy. Students will have to choose the veg and non veg dish in the mess menu. 4. Extra items other than mentioned above can be provided if asked by the students 5. Two vegetables in salad, Lemon also will be available with salad						

Price bid should be uploaded in given BOQ XXXX.xls format online and not in the technical bid failing which your bid shall stand rejected. However, the price bid is as follows for your reference.

Annexure-2 (ii)

EXTRA ITEMS MENU (ADD ON's)

Sr. No	Details	Rate quoted by the Contractor for Extra Item Menu*	
		Rs.(in figures)	Rupees (in Words)
1	Badam Milk-200ml		
2	Bourn vita Milk 200ml		
3	Horlicks Milk 200ml		
4	Hot Chocolate Milk 200ml		
5	Pineapple MilkShake 200ml		
6	Banana Milk Shake 200ml		
7	Mango Milk Shake 200ml		
8	Oreo MilkShake 200ml		
9	Vanilla MilkShake 200ml		
10	Cold Coffee 200ml		
11	Tamarind rice-100gm		
12	Veg Biryani-100gm of paneer		
13	Veg Kabab		
14	Tawa Sabji		
15	Paneer Tikka (150gm of paneer)		
16	Moghlai Paneer (150gm of paneer)		
17	Kadai Paneer (150gm of paneer)		
18	Palak Paneer (150 gm of paneer)		
19	Matter Paneer(150 gm of paneer)		
20	Shahi Paneer(150 gm of paneer)		
21	Paneer Bhujjia (150 gm of paneer)		
22	Paneer Chilli (150gm of paneer)		
23	Cheese Tomato (150 gm of paneer)		
24	Paneer Butter Masala(150 gm of Paneer)		
25	Kadai Chicken (with 04 pc, 50gm each of chicken)		
26	Butter Chicken (with 04 pc, 50gm each of Chicken pc)		
27	Chicken Masala (with 04 pc,50gm each of Chicken pc)		
28	Chicken Do Payaza (with 04 pc, 50 gm each of chicken pc)		
29	Chilly Chicken(with 04 pc,50gm each of Chicken pc)		
30	Chicken Saag Walla(with 04 pc,50gm each Of chicken pc)		
31	Chicken Curry(with 04 pc,50 gm each of Chicken pc)		
32	Chicken 65 (with 03 pc,50gm each of Chicken piece)		
33	Chicken Rezala (4 pc, 200gm)		
34	Chicken Kosha (4 pc, 200gm)		
35	Roasted Chicken (4 pc, 200gm)		
36	Chicken Briyani (with 03 pc,50gm each of chicken)		
37	Fish Curry(with 03 pc, 50gm each of Fish)		
38	Fish Tikka Masala (with03 pc,50 gm each of Fish)		

39	Chilli Fish (with 03 pc, 50gm each of Chicken)		
40	Sarsho Masala Fish (with 03 pc, 50gm each of Fish piece)		
41	Fish fry (with 03 pc, 50gm each of Fish piece)		
42	Mutton Curry-(with 2pc of mutton of 50gm each)		
43	Mutton Roganjosh -(with 2pc of mutton of 50gm each)		
44	Egg Curry (with 2 Eggs)		
45	Omelet Curry (with 2 Eggs)		
46	Ice cream Cup(65to85ML)		
47	Gulab Jamun-50gm		
48	Kheer Milk-200gm		
49	Gajar Halwa-200gm		
50	Moongka Halwa-200gm		
51	Suji Halwa-200gm		
52	Jalebi (100gm)		
53	Fruit cream(150 gm)		
54	Bundi Raita-100gm		
55	Curd-100gm		
56	Raita-(100gm)		
57	Papad-01pcs(Medium)		

*The Contractor needs to ensure provision of Extra items to all interested students

Quantity: Milk (200 mL); Paneer (150gm); Chicken (04 pc, 200gm); Fish (03 pc, 100gm)

Application form

(To be submitted along with the Technical Bid enclosing photocopies of certificates)

1	Name of the Applicant	
2	Address of the registered office	
3	Year of Establishment	
4	Type of Organization ((whether proprietorship, partnership, Private Ltd. Company or Co-operative body etc. In case the applicant is a non-individual, Certified copy of a Partnership deed/ Certificate of Incorporation/ Certificate of Registration issued by the Registrar of Cooperative Societies/ as the case may be enclosed)	
5	Name of the Proprietor, Partners/ Directors of the applicant with addresses and phone numbers:	
6	Details of Registration (if applicable): (Name of registering authority, date and registration number)	
7	Number of years of experience in the relevant field:	
8	Address and phone numbers of office through which the proposed work of running mess in IIT Ropar will be handled and the name & designation of the in-charge:	
9	PAN Number (photocopy to be enclosed):	
10	Income Tax return filed for last three Financial Years(Yes/No) (If yes, please enclosed copies)	
11	GSTIN (Number & photocopy of certificates to be enclosed)	
12	Whether ESI and EPF norms are complied: Yes/ No (Reg. copies to be enclosed) ESI Registration No: EPF Registration No	
13	Number of persons employed: Permanent: Temporary:	
14	Yearly turnover of the organization during any three years from 01-04-2020 to 31-03-2023 (Enclose proof)	
15	List of similar works executed (attached copies of work orders). Certificate of satisfactory performance of running of the Mess/ Cafeteria/ Canteen from the employer must be enclosed.	
16	Annual Turnover related to mess during any three years from 01-04-2020 to 31-03-2023	
17	Details of Relevant and Latest ISO certification	
18	Details of FSSAI Certification	
19	Certificate of Registration with concerned Labour commissioner office	
20	Affidavit for non-blacklist of the firm	
21	EMD	

Check List of documents to be submitted (Please enclose this along with Technical bid)

A. Along with Technical Bid (Separate cover)

(Please Tick)

- 1) Application Form
- 2) Income Tax Returns for last three assessment years
- 3) Photocopy of the PAN Card
- 4) Photocopy of GST Registration
- 5) Photocopy of the registration certificate of the organization
- 6) Photocopy of the PF registration certificate
- 7) Photocopy of the ESI registration certificate
- 8) Photocopies of the performance & experience certificates
- 9) Photocopies of Balance Sheet and P&L A/c of the organization for last three years
- 10) Photocopy of ISO certification
- 11) Photocopy of FSSAI certification
- 12) Affidavit for non-blacklist of the firm
- 13) EMD Details

B. Along with the Price Bid (Separate cover)

- 1) Price Bid along with Menu list duly signed and stamped

Date:

Signature with the Seal

Price bid should be uploaded in given BOQ XXXX.xls format online and not in the technical bid failing which your bid shall stand rejected. However, the price bid is as follows for your reference.

Annexure-4

PRICE BID

Sr. No.	Description / Particulars	Pay and Eat Basis (Inclusive of GST)	Per Student per Day Meal Cost Basis (Inclusive of GST)
1	Breakfast (as per Annexure-2 (i))		
2	Lunch (as per Annexure-2 (i))		
3	Dinner (as per Annexure-2 (i))		
Total Cost			

Format for Experience Certificate

Letter Head of the Firm/Organization/Institute

No.

Date:

EXPERIENCE CUM PERFORMANCE CERTIFICATE

S. No	Particulars	
1	Name of the Contractor and Address*	
2	Name of the Work*	
3	Name of the Firm/Organization/Institute*	
4	Average total number of persons dined*	
5	Date of Commencement of the work*	
6	Date of Completion of work*	
7	Overall Assessment of the Firm/Organization/Institute (Excellent, Good, Satisfactory, Poor)	
8	Remarks	

* Mandatory fields

Competent Authority
With Seal