

INDIAN INSTITUTE OF TECHNOLOGY ROPAR
Rupnagar, Punjab-140001
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(Advt. No. 146/2019)

TENDER–CONTRACT FOR RUNNING HOSTEL MESS

Last date of receipt of Tech. & Financial Bids: 17.12.2019, before 11:00 am

Date of opening of Tech. Bids: 17.12.2019 at 11:30 am

IIT Ropar invites Tender from reputed firms /companies /caterers for running Mess Services in hostels at IIT Ropar

Main Campus

Annapurna Dining Hall I

Approximate 700 Students

Tender documents containing detailed terms & conditions can be downloaded from the institute website www.iitrpr.ac.in. Director, IIT Ropar reserves the right to accept or reject any or all tenders without assigning any reasons thereof. The institute will not be responsible for any loss due to postal delay of the documents in transit.

Registrar

TENDER- FOR RUNNING HOSTEL MESS

Two bid tender (a) technical bid consisting of all technical details along with commercial terms and conditions and EMD and (b) financial bid indicating the item wise price for the items mentioned in Technical bid sealed in separate cover and both further sealed in one envelope are invited from reputed firms /companies /caterers for running Mess Services in hostels at IIT Ropar. The intending firms should have proven track record of running and maintaining mess services in IITs/NITs/IIMs/ISBs/CFTIs/Government Universities/Recognized Private Universities having student strength of approximately 400. The scope of work includes on-site cooking and serving of food to Hostel residents (including others as decided by the Hostel Management Council). The approximate strength of mess members in hostels will be as follows

Main Campus

Annapurna BHAWAN mess I
Approximate 700 Students

The Director, IIT Ropar reserves the right to accept or reject any or all tenders without assigning any reasons thereof. The institute will not be responsible for any loss due to postal delay of the documents in transit. Preference will be given to those caterers/contractors who are having sufficient experience in running mess services in hostels of large residential educational institutions.

TECHNICAL / QUALIFICATIONS

Eligibility Criteria

1. Should have minimum 3 years of relevant experience of running and maintaining mess services in IITs/NITs/IIMs/ISBs/CFTIs/Government Universities/ Recognized Private Universities. **Certificates of satisfactory running of the mess with at least 400 students in the last 3 years must be submitted along with the bid**
2. The turnover of intending firm should be more than Rs.1.5 crores per annum during the last three years. Preference will be given to firms/caterers having national presence and **ISO and FSSAI certification.**
3. The intending firm should be registered/incorporated in India.
4. Should have Valid PAN/Goods and Service Tax Registration with appropriate license to run the mess service.
5. Should have the provision pertaining to PF, ESI and other applicable Statutory Compliances.
6. Tender Fee of Rs 2360/- (Incl GST) and EMD of Rs. 5,00,000/- is to be deposited in the form of Demand Draft favouring the "IIT Ropar Revenue Account" payable at Rupnagar. Tender without Tender Fee and EMD will not be considered further.

7. The bidder should have/obtain before commencement of the work the requisite licences, approvals, certificates from all the statutory authorities including Municipal/ Labour/P.F./ Income Tax/Sales Tax/Commercial Tax/ESI Depts. valid for the entire duration of the above work.
8. Existing IIT Ropar mess vendor and his/her allies/ associated firm whose contract is valid till December 31, 2019 is/are not eligible to apply for Annapurna Bhawan Mess-I at the main campus. If it is found that the vendor has violated the condition, the contract shall be cancelled and security deposits will be forfeited.
9. **The successful bidder who gets contract for Annapurna Bhawan Mess I at main campus can be asked to serve at Transit Campus Mess also.**
10. **Director IIT Ropar or any authorized authority reserves the right to cancel the contract with one month notice time without assigning any reason.**
11. Students above strength of 700 for Annapurna Bhawan Mess I at the main campus may be given option to switch over to other mess at the start of every month.

Terms and conditions

1.Contract Period:

The contract will be initially for a period of two years and it may be extended for a further period of oneyear after reviewing the performance of the firm by the Hostel Management Council and on mutual consent with agreed upon terms and conditions.

2.Submission of Proposal:

The following documents and information must be submitted along with the Tender documents:

- A. Brief description of the firm/company, including an organization chart and number of employees deployed.
- B. The Technical Bid should contain application form (Annexure A) along with following documents:
 - i. Name of the Firm with Complete Address, Phone and Fax No, Email ID, along with details of branches if any.
 - ii. The status of the Firm: Proprietary / Partnership / Registered Company / Cooperative Society.
 - iii. Major Clients and Details of Contracts of similar nature executed in the last 3 (three) years along with certification of successful completion of the contract period.
 - iv. Affidavit to be signed by the Director/CEO 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.
 - v. Certificate of satisfactory performance from immediate last three years of its clients to whom such services are being/have been extended of comparable value. Name, address, and contact details of the clients shall also be mentioned.
 - vi. PAN Number,GST Number.
 - vii. Financial Status including Income Statement, Balance Sheet, Turnover for the last 3 (three) years.
 - viii. GST Registration Certificate
 - ix. Copy of ESI and P.F. Registration Certificate.
 - x. Copy of latest ISO certification
 - xi. Copy of FSSAI certification

- xii. List of Employees with Qualification and Experience to be certified by an authorized person of the Firm/Company.
 - xiii. Techniques and methodology adopted by the firm including engagement of consultants/professional experts having contract with the firm/company for various specialised services.
 - xiv. Duly signed Undertaking (Annexure – A), Agreement (Annexure-B) for Mess Catering Contract for Hostels of Indian Institute of Technology Ropar
 - xv. Duly signed “Certificate of Ethical Practices (Annexure – C)
 - xvi. References of at least three (3) reputed company/institution/firm/client (s) who are familiar with the firm and have experience of their services.
 - xvii. The intending firms have to give a presentation before the committee constituted for this purpose in the Office of Associate Dean, Student Affairs, IIT Ropar at their own cost. (Please see Bid Evaluation Scheme).**
 - xviii. After completion of the technical qualification process, the successful bidders (based on their TENDER) will be intimated separately to open price bids within a stipulated period.**
 - xix. The Tender should be submitted in a sealed cover by superscribing the envelope with **“Tender for Mess Services in IIT Ropar Hostels”** with relevant enclosures to the following address.

**Registrar,
Indian Institute of Technology Ropar,
Main Campus, Rupnagar, 140111**
 - xx. The Tender documents should reach IIT Ropar on or before 17.12.2019. IIT Ropar reserves the right to accept or reject any Tender without assigning any reason and any liability or any obligation to inform the affected firms, the reasons for IIT Ropar’s action is not binding.**
 - xxi. TENDER will be opened on 17.12.2019 in the Office of Associate Dean, Student Affairs, IIT Ropar. The Bidder or his authorized representative may remain present during opening of the TENDER.**
 - xxii. Unrealistic financial quotes will be rejected.
3. All the documents enclosed should be arranged and submitted in the same serial order as they appear on the qualifications for the bid.
 4. The successful tenderer shall have to deposit security of Rs.20,00,000/- in the form of Demand Draft/Fixed Deposit/PBG Receipt duly pledged in favour of IIT Ropar Revenue Account valid for a period of 30 months.
 5. Information has to be filled in specifically in the format i.e. Application Form.
 6. Information shall be limited to the applicant. If any relevant data concerning the group of companies to which the applicant belongs is desired to be given, the same shall be given separately in supplementary sheet
 7. Application of the tenderer not providing details or with incomplete details shall be rejected.
 8. The successful tenderer shall have to submit an undertaking as per Annexure-A which will become part of the agreement (as per Annexure-B). Both the undertaking and agreement needs to be given on Non Judicial Stamp paper of Rs. 100/- each.
 9. The decision of the Director IIT Ropar in awarding the contract is final.
 10. The tenderer must quote separate rate for Base menu and extra items.
 11. Availability of extra item (as per menu) needs to be ensured for all interested students.
 12. The **successful tenderer** shall register himself with the Regional Labour Commissioner of concerned state/UT as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.
 13. The institute may (or may not) order to serve lunch or dinner for additional people over and above the student boarders on some occasions, as and when required, at the tender price. The vendor has to supply without any shortcomings.

14. Director IIT Ropar/Competent Authority reserves the right to accept or reject any bid without assigning any reasons thereof

BID EVALUATION SCHEME:

The institute will open financial bid of only technically qualified bidders.

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

1.Competence of bidder (30 marks)

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 Student Affair office before opening of financial bid. The parameters will be used to evaluate the tenderer's credentials and competence to serve the Institute as per the requirement. The score gained will be considered in the final score for each tenderer.

S. No	Description	Max Marks	Marks Obtained
1	Turnover of the firm for the last 3 financial years with proofs (Copy of Balance sheets)	5	
2	Resourcefulness and Capacity of the Firm	10	
3	Trained manpower, Total Manpower employed by the vendor as on date with proof (EPF/ESI etc.)	5	
4	Experience in providing Mess Services to IITs / NITs / IIMs / ISBs CFTIs/ Government Universities/ Recognized Private Universities (based on experience certificates) with at least 400 students	5	
5	Feedback from IITs / NITs / IIMs / ISBs CFTIs/Government Universities / Recognized Private Universities (Copy of Performance certificate must be attached)	5	

- Date of presentation will be on the day of opening of financial bid.
- Only technically qualified bidder will be invited for presentation and considered for opening of financial bid.

2. Weightage for price of Menu marks (70%)

The weightage is again divided into two categories as follows:

Category	Weightage (X)
Basic Menu	60
Extra Item Menu	10

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

$$\text{Normalized Financial Bid Score (category)} = \frac{(\text{Lowest tender price in the category}) \times X}{\text{Tender price quoted by respective tenderer}}$$

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 highest scorer will be awarded the tender.

SPECIAL CONDITIONS OF THE CONTRACT

- The vendor needs to bring minimum following numbers of utensils:
 - Thali :1000**
 - Round Plates: 1000**
 - Katori : 1000**
 - Glass :1000**
 - Spoon: 1000**
 - Butter knife: 1000**
 - Fork: 1000**
- The Institute will provide only the kitchen space, the successful bidder will bring all equipment, cooking utensils/serving utensils, freezers, Water cooler, Tea Containers, benberry, serving trolley etc. The inventory of articles(whatever available) shall be handed over to the contractor/caterer in good and working condition at the commencement of the contract. Important: The maintenance of the furniture and appliances shall be done and ensured by the contractor/caterer at his/her own cost. The contractor/caterer 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 issued inventory shall be returned in good working condition by the contractor/caterer to the IIT Ropar on the expiry of the contract period. The security deposit shall be refunded only after a "No Dues Certificate" is granted by the Dean/Associate Dean Students Affairs.

3. Sufficient number of Commercial Gas cylinders (LPG), Mess equipment and utensils to be arranged by the contractor/caterer at his own cost.
4. 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.
5. **The contractor/caterer is not permitted to sell on cash basis Breakfast/ Lunch/ Snacks/Dinner to students unless approved by authorities. The contractor shall provide food to the employees of IIT in accordance with the directions of the Mess Committee.**
6. **In case it is found and proved that the food/eatables provided by the contractor are not of good quality and are dangerous for health, the contract will be cancelled & security will be forfeited.**
7. The Contractor/caterer and his staff will behave well with the students, staff and guests of IIT Ropar. If it is found contrary, the contract can be terminated without any notice & the security will be forfeited.
8. Caterer is responsible to obey and act in accordance with the labour laws. The institute shall not be responsible for any disputes / court cases/ reconciliation processes etc. arising out of the failure to do the same.
9. No advance payment will be given by IIT Ropar. The contractor/caterer will make arrangement at his own.
10. The daily rates can be fixed/revised only after the recommendations of Authorities and approved by the Director, Indian Institute of Technology Ropar, Rupnagar.
11. Initially the license for running the mess will be given for two years subject to satisfactory performance which can be extended with the mutual consent of the parties. The Mess Committee will judge the performance of the mess contractor/caterer after completion of every year. After reviewing the performance, the License may be considered for renewal up to a maximum period of three years.
12. If at any stage the involvement of the Contractor/caterer in any uncalled for activity is found, inside or outside the premises of the Institute, which may bring disrepute to the Institute/in case of serious complaint, the license is liable to be terminated by the Competent Authority by giving one month's notice. In case the Contractor wants to terminate the contract, he/ she has to give a minimum two months' notice.
13. The license fee as decided by Work and Estate Office for the premises will be Rs.66,420/- plus GST per month will be charged from successful bidder on per month basis. There will be a 10% 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 bill for the actual usage of electricity pertaining to kitchen area. Separate meter has been fixed for this purpose. **No License Fee is charged if the mess is closed during the vacation period.**
14. During vacations (Winter Vacation, and Summer Vacation) of approximately 3 months duration, hostel messes will remain closed. However, the caterer has to run a centralized mess on payment basis for the students who will be staying in the campus during vacations.

15. 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 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 monthly bill from the Institute.
16. The premises of the mess will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the Competent Authority.
17. Caterer shall, at his own cost, maintain adequate stocks of food grain, grocery, and shall adhere to the standards fixed by the institute.
18. Caterer shall arrange for cooking and serving of Vegetarian and Non Vegetarian food items separately. In no case Vegetarian food item shall be cooked in the place where Non-vegetarian food items are cooked.
19. Major civil and electrical works will be attended by IIT Ropar. Minor maintenance jobs such as replacement of electrical gadgets, plumbing and sanitary items etc. are the responsibility of the Caterer.
20. Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture with sufficient staff shall also be the responsibility of the Caterer.
21. Caterer shall arrange for the disposal of waste materials, leftover eatables, etc. in a designated place earmarked by the IIT Ropar administration.
22. Caterer shall keep complaint register in each counter of the messes for lodging complaint by the students.
23. Caterer shall attend meeting with IIT authorities as and when required, failing which a penalty will be imposed.
24. The institute reserves the right to appoint more than one caterer for different hostels.
25. Hostel administration reserves the right to incorporate any additional term as it will deem fit for the smooth operation of Mess.
26. The contract is liable to be cancelled at any time if found and/ or reported by students and/ or inspecting team about poor services rendered in the mess.
27. The Licensee will not be permitted to franchise the Hostel Mess for any other commercial activity.
28. Any change like timing of operation, rate of items and any additional item to be included in the Mess will require permission from the competent authority.
29. Wages, Labourer Rules and regulation:

- The caterer should adhere to all the labour laws of the land, which include the provisions of the Provident Fund Act, the Minimum Wages Act, stipulated work hours, bonus payments issue of salary slip, experience letters, ID cards, Gate Pass and other such acts which are applicable. Penalty may be enforced on the caterer for not following the guidelines and statutory provisions.
- The caterer should ensure that the payment is made to the laborers as per Minimum wages act to the satisfaction of IIT Ropar. The payment is to be made into the bank accounts of the employee's latest by 7th of every month and the statement of the accounts is to be deposited with the hostel staff every month / every week. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to IIT Ropar on a monthly basis failing which monthly bills of the caterer will not be cleared.
- The Caterer shall not employ child laborers. Upon violation of this requirement, legal action would be taken

30. PENALTY FOR NON-REMITTANCE OF PF & ESI CONTRIBUTION.

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.

31. The Institute shall not be a party in case any dispute that takes place between the Contractor and his employees/outside vendors.
32. 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.
33. Dispute, if any, shall be subject to the jurisdiction of Rupnagar Courts only
34. Possession of tobacco, alcohol products by any employee of the Caterer will be punishable and will lead to termination of contract.
35. MANPOWER FOR RUNNING THE MESS:
 - a) Caterer shall employ one permanent Unit Manager / Supervisor with full financial power for running mess services in IIT Ropar hostels smoothly. The Unit Manager / Supervisor must possess requisite qualification and experience of managing large student messes.
 - b) All the employees of the caterer shall be in proper uniform and the uniforms shall be provided by the Caterer.
 - c) Caterer shall ensure that his employees are in clean and proper uniform (to be provided by the caterer at his own cost) and maintain personal hygiene and maintain discipline in the campus. Aprons, gloves, head caps and different shoes for kitchen as a part of the uniform are mandatory. Nails and hair of the workers should be trimmed and this can be randomly checked by the competent authority of IIT Ropar. If this condition is not satisfied, penalty can be imposed.
 - d) Caterer shall make his own arrangements and at his cost, for the engagement of all staff and labour, local or other, and for their payment, housing, feeding, transport, medical and allied expenses.
 - e) Medical examination of the catering staff shall be conducted at least once a semester to ensure that the catering staff are free from any communicable disease. It may be done either at the IIT Ropar health center or at a laboratory specified by IIT Ropar at the cost of the caterer.
 - f) The Caterer should provide adequate manpower and maintain Catering and Mess service without any disruption. The Caterer shall also provide a Manager to be present at all times the Mess is open, to monitor day-to-day functioning of the Mess.
 - g) No person shall be deployed for any job under this contract, if he is less than 18 years of age.
 - h) No person with any criminal record will be allowed to work in the Hostel Mess and Safety measures are to be provided by the Contractor(s) himself/ themselves.
 - i) The Caterer shall employ his own Workmen/Supervisors to run the Mess and he shall make his own arrangements to engage the required manpower. The Institute has the right to specify the minimum number of manpower required to run its Mess and to demand for additional persons for Special services as and when required.
 - j) The Caterer should also deploy adequate manpower exclusively for the maintenance of cleanliness inside/surrounding the Mess premises, dining halls, dining table and chairs,

ceiling fans, exhaust, tube fittings and other equipments (including lavatories and bathrooms attached for the specific use of the Mess contract workmen).

36. **Caterer shall provide proper training to its employees for running of various kitchen equipments. He shall ensure that all safety measures are followed while preparing the food items in various utensils/kitchen equipments so as to avoid any minor/major accidents while preparing food.**

37. 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 insurance policy will be handed over by the contractor to the concerned authority of the Institute before 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 terminates the contract at the risk and cost of the contractor

38. 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.

39. Rates given in the Quotations shall remain valid for a period of 180 days from the date of opening tender

40. Any violation of the above provisions shall attract penalty as may be decided by the Authorities.

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MENU LIST

The Day-wise Menu list for Summer and Winter months are enclosed in Annexure-D. The Contractor has to quote the rate per day as per the menu list for each of the items as detailed below:

Details	Rate quoted by the Contractor for Base Menu (See Annexure-C)	
	Rs. (in figures)	Rupees (in Words)
Breakfast		
Lunch		
Tea/Snacks		
Dinner		
Total (per day)		

S.No	Details	Rate quoted by the Contractor for Extra Item Menu*	
		Rs. (in figures)	Rupees (in Words)
1	Badam Milk-200ml		
2	Bournvita Milk 200ml		
3	Horlicks Milk 200ml		
4	Hot Chocolate Milk 200ml		
5	Pineapple Milk Shake 200ml		
6	Banana Milk Shake 200ml		
7	Mango Milk Shake 200ml		
8	Strawberry Milk Shake 200ml		
9	Vanilla Milk Shake 200ml		
10	Cold Coffee 200ml		
11	Tamarind rice-100gm		
12	Veg Biryani-40gm of cheese		
13	Kadai Paneer (50 gm of paneer)		
14	Palak Paneer (50 gm of paneer)		
15	Matter Paneer (50 gm of paneer)		
16	Shahi Paneer (70 gm of paneer)		
17	Paneer Bhujjia (70 gm of paneer)		
18	Paneer Chilli (50 gm of paneer)		
19	Paneer Butter Masala (50 gm of Paneer)		
20	Kadai Chicken (with 02pc 50gm each of chicken)		
21	Butter Chicken (with 02pc 50gm each of chicken)		
22	Chicken Masala (with 02pc 50gm each of chicken)		
23	Chilli Chicken (with 02pc 50gm each of chicken)		
24	Chicken Saag Walla (with 02pc 50gm each of chicken)		
25	Chicken Curry (with 02pc 50gm each of chicken)		
26	Chicken 65 (with 02pc 50gm each of chicken)		
27	Chicken Briyani (with 02pc 50gm each of chicken)		
28	Fish Curry (with 02pc 50gm each of Fish)		

29	Fish Tikka Masala (with 02pc 50gm each of Fish)		
30	Chilli Fish (with 02pc 50gm each of Chicken)		
31	Mutton Curry-(with 2pc of mutton of 50gm each)		
32	MuttunRoganjosh -(with 2pc of mutton of 50gm each)		
33	Egg Curry (with 2 Eggs)		
34	Ice cream Cup (65 to 85 ML)		
35	Gulab Jamun-50gm		
36	Kheer Milk-200gm		
37	Suji Halwa-200gm		
38	Jalebi (100 gm)		
39	Fruit cream (150 gm)		
40	Bundi Raita-100gm		
41	Curd-100gm		
42	Raita – (100 gm)		
43	Papad-01pcs (Medium)		

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

Declaration

I/we hereby declare that we have gone through the detailed menu list as given in annexure -D of the document and confirm that we are quoting the above rates based on the detailed menu list.

Date:

Signature with Seal

Important note to the Contractor

1. Any Menu item can be replaced with equivalent item with mutual agreement between contractor and Mess Committee/Mess Secretary.
2. There should be flexibility to rearrange meals on different days.
3. The complaint register should be made available by the contractor in the mess at all the time, failing to do so should attract heavy penalty.
4. Vegetarian and Non Vegetarian food will be cooked and served separately.
5. IIT Ropar / Mess Committee / Mess Secretary would reserve the right to check the cleanliness and upkeep of premises and quality of provisions, and quality of the food. Upon failing to do so heavy penalty will be imposed.
6. The caterer shall attend a monthly meeting of the Mess Committee, failing which a penalty will be imposed.
7. The caterer shall procure wholesome food articles of good quality in consultation with and to the satisfaction of the Mess Committee.
8. Materials known to be harmful to health (as decided by the Institute from time to time) such as food colouring, soda, ajinomoto etc. will not be used.
9. Institute will have the right to decide and to prescribe varieties and brands of various materials used in cooking and other preparations.
10. The contractor is expected to use the raw materials as detailed below:

Sl. No	Name	Brand preferred
1	Salt – Iodized	Tata, Annapurna, Nature Fresh, Reliance, Patanjali
2	Spices	MDH, Satyam, Badshah, Everest Kepra, BMC, Patanjali, Nilon's, Goldiee
3	Chicken	Venky, BMC, Godrej, Real Good. Local brand to be approved by the Mess Committee
4	Ketchup, Sauce	Maggi, Kissan, Dell Monte, Hanes, Patanjali
5	Oil – Rice Bran, Ground Nut (with Zero Transfat)	Raicilla, Sundrop, Godrej, Saffola, Fortune, Markfed, Patanjali
6	Pickle	Tops, Priya, Pravin, Mothers, Patanjali
7	Chakki Atta (whole wheat atta)	Ashirvad, Pilsbury, Annapurna, RajdhaniJaimatha, Patanjali
8	Noodles	Maggi/Sunfeast Yippee/Knor, Patanjali
9	Flavoured Fruit Drinks	Rasna, Roohafza, Kissan, Tang, Patanjali
10	Papad	Lijjat, Patanjali

11	Butter/ Ghee	Amul, Verka, Mother Dairy, Britannia, Nestle , Milkfood,Patanjali (no subsidiary brand will be allowed to be used)
12	Milk (Green Shakti packet with 4.5% min fat)	Amul, Mother Dairy, Verka
13	Tea	Brooke Bond, Lipton, Tata,
14	Coffee	Nescafe, Bru
15	Ice Cream	Vadilal, Amul, Mother Dairy, Verka,KwalityWall
16	Besan	Rajdhani, Shakti Bhog, Patanjali
17	Rice	Basmati
18	Dal	Mangatram, Rajdhani, Patanjali
19	Papad	Lijjat, Patanjali
20	Butter/ Ghee	Amul, Verka, Mother Dairy, Britannia, Nestle , Milkfood,Patanjali (no subsidiary brand will be allowed to be used)
21	Milk (Green Shakti packet with 4.5% min fat)	Amul, Mother Dairy, Verka
22	Tea	Brooke Bond, Lipton, Tata,
23	Coffee	Nescafe, Bru
24	Ice Cream	Vadilal, Amul, Mother Dairy, Verka,KwalityWall
25	Besan	Rajdhani, Shakti Bhog, Patanjali
26	Rice	Basmati

The caterer may use any other **FPO approved brands other than listed above after obtaining prior consent of the Mess Committee otherwise fine (as may be decided by the Mess Committee) may be imposed on the caterer.**

11. For sick students the caterer shall arrange to serve "sick diet" in the rooms. For students admitted to the Institute Health Centre, the sick diet must be delivered in the Health Centre. The sick diet shall be defined and provided by the mess committee to the caterer.
12. The caterer shall procure only good quality fresh vegetables from the market. Storage of vegetables for more than 1 (one) day in summer months and 3 (three) days in winter months at a stretch shall not be permitted. However, the caterer shall ensure that a sufficient stock of other raw material is available in the store for consumption for a minimum period of 15 (fifteen) days. The Mess Committee shall have the right to check the quality of food articles and vegetables at any time.
13. 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. Un-refrigerated cooked food, not consumed within 6 (six) hours in summer months and 10 (ten) hours in winter months, shall be deemed to be stale and unfit for consumption and must be discarded. Under no circumstances shall stale food be served.
14. The Mess Committee shall be authorized to impose an appropriate fine on the caterer in case of sub-standard quality of food items, malpractice, lack of hygiene or violation of any of the conditions of the contract.
15. The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the residents.
16. The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.

17. 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 time.
18. The caterer shall pay special attention to maintain the mess in a neat and tidy condition at all times. For this purpose, the mess shall be cleaned thoroughly after each meal. The contractor must also ensure that the table surface is cleaned after every use
19. Service bearers engaged by the contractor should 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 were head cover while on duty.
20. The caterer shall ensure that only hot food is served to the residents.
21. The contractor also agrees to employ at least 1 specialist cook for preparing South Indian food items.
22. Any complaints relating to the raw material, preparation of food, conditions of mess/kitchen premises etc. shall be addressed by the warden and appropriate penal action may be initiated.

23. Timings:

The following timings will be observed:

Breakfast	:	7:30 am to 9:00 am on weekdays (Mon to Fri)
		8:00 am to 9:30 am on sat, sun and Institute holidays
Lunch	:	12:00 Noon to 2:00 pm on all days
Tea	:	5:30 pm to 6:30 pm on all days
Dinner	:	7:00 pm to 9:00 pm on all days

The above schedule is subject to change by the order of the competent authority.

24. Mess Rebate:

- (i) Undergraduate students: Maximum 15 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.
- (ii) Post Graduate Students: Rebate for officially allotted duty leave duration and maximum 15 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.

25. Note:

- All the equipment brought by the contractor into the hostel premises must be registered with the caretaker.
- The contractor will have to pay charges for electricity usage as per Actual.
- The contractor will be responsible for the cleaning of the kitchen including the wash basins in the kitchen, dining hall, dining tables and the dustbins for maintaining proper hygiene.

26. Employees:

- The caterer will have to register all his employees who will be working in the Mess premises along with a copy of their photographs, residential details for clearance by the IIT Ropar Security. The police verification of all employees/ workers should be provided by the contractor
- The contractor will have to ensure that the employees are in clean and proper uniform and maintain personal hygiene and maintain discipline in the campus.
- No person below 18 years of age will be employed by the Contractor.

27. Penalties for violation of rules, terms and conditions

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

- a. Unavailability of complaint register on the counter/discouraging the complaint.
- b. 10 or more complaints of unclean utensils in a day would lead to a fine on the caterer.
- c. If mess committee agrees that certain meal was not cooked properly.
- d. 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.
- e. Changes in menu without permission of Mess Committee/Mess Secretary would result in a fine on the caterer.
- f. Fine on any discrepancy (personal hygiene of workers, Kitchen area, dining area, smoking & drinking by the mess staff etc).
- g. For any rules stated in the agreement, - First violation of the rule implies fine as per the rule. - Second violation of the same rule in the same calendar month 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.
- h. 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 the day per head multiplied by the number of students in the hostel.
- i. 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 the day per head multiplied by the number of students in the hostel.
- j. 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.
- k. As and when mess council proposes a fine it will inform the representative of the caterer or mess manager and fine will be imposed.

28. Issues related to Hygiene in the Mess and the Kitchen:

- a. Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the caterer.
- b. Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, mess water cooler is also responsibility of the caterer. The highest possible standards are expected in this regard.
- c. All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample Liquid soap for hand wash at basin, clean towels to clean hands, hand gloves for mess workers who handle items like salad, panipuri etc., head caps

for mess workers and other measures as advised by the council. Maintaining liquid soap for hand washing at the students' wash basin is also responsibility of the caterer.

- d. Highest levels of hygiene must be maintained in the mess workers' toilet, with provisions for soap, towels etc;
- e. Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
- f. IIT Ropar / Hostel would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.

PLEASE NOTE:

- Food Poisoning shall invoke a hefty fine as decided by the Mess Committee, along with the cancellation of contract and possible blacklisting of the caterer. The security money deposited by the institute will not be refunded to caterer in case contract is cancelled for the above reason.
- As and when mess council proposes a fine it will inform the representative of the caterer or mess manager and fine will be imposed with consent of the wardens.
- Severity of hygiene failure shall be assessed and decided by the mess council and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

UNDERTAKING

Mr _____ sole proprietor, the authorized signatory of _____ having its registered office/principal office at _____ do hereby solemnly affirm and declare as under :-

1. I/We undertake to abide by all the rules and regulations of the State/Central Government/Local Administration under the Minimum Wages Act, 1948 and any other relevant Act as may be in force from time to time/I/We undertake to indemnify IIT Ropar against any loss or damage which IIT Ropar may suffer as a consequence of our not complying with the laws referred to above.

Also, I/We undertake to pay the person/s employed, wages in accordance with all existing and applicable laws. I/We further undertake to indemnify IIT Ropar against any loss or damage which it may suffer as a result of negligence on the part of the tenderer or any of his employee in the course of performance under this tender/contract.

2. I/We also undertake to execute the agreement as presented by the Institute (IIT Ropar) and abide by the terms and conditions of the agreement which have been perused and understood by me/us. I/We have gone through the terms and conditions of the contract/tender and agree and undertake to abide by the same during the term of the contract.
3. I/We undertake to abide by the Municipal Bye Laws including the Food and Adulteration Act, rules and regulations, code of conduct for my/our employees that may be laid down by IIT Ropar.
4. I/We agree to provide uniforms/liveries to the staff to be employed/deployed by me/us as per the pattern and design approved by IIT Ropar at my/our cost.
5. I/We agree and undertake to provide well experienced workmen keeping good health and not suffering from any communicable/contagious disease.
6. I/We agree to undertake to provide manpower (as per Tender's Special conditions of the contract) and render satisfactory catering services at IIT Ropar Hostel Mess.
7. I/We undertake to pay electricity charges towards the electricity consumption on cooking, lighting, boiling, operating kitchen equipment and keeping the foodstuff and beverages either hot or cold on receipt of bills from Institute at the same rate at which the payment of Electricity charges is made by the Institute.
8. I/We undertake to pay the licence fee as decided by the Work and Estate Office for the premises on per month for the Institute Mess premises including kitchen and store as mentioned in the Agreement for Hostel Mess.
9. I/We undertake to maintain kitchen utensils in good condition and replace in case of loss or breakage etc.
10. I/We undertake to get the equipment repaired, installed and provided in the kitchen by the IIT Ropar at my/our cost.
11. I/We undertake to always keep the Institute Hostel Mess premises clean and in good sanitary condition at my/our cost to the satisfaction of the Institute (IIT Ropar).
12. I/We agree that no rate escalation in the prices of food stuff, beverages etc., shall be made by me/us during the period of contract.

13. I/We agree that I/We shall not exhibit any printed or written notices or advertisement of any kind whatsoever without the prior approval of the Institute.
14. I/We undertake to maintain all the furniture articles, equipments and other articles supplied by the Institute (IIT Ropar) in good condition. I/We undertake that any repairs to the equipment, furniture, fittings, utensils shall be carried out at my/our cost.
15. I/We also undertake to maintain a stock register for all such items supplied by the Institute (IIT Ropar) and produce such stock register for inspection whenever demanded by the Institute or its authorized representative.
16. I/We undertake that I/We shall not sublet or use the Institute Hostel Mess premises other than the purpose of the agreement and shall not make or permit to make structural additions and alterations to the same without the prior sanction of the Institute.
17. In case of any loss, damages or theft of the Institute property within or outside the Institute Hostel Mess premises, I/We undertake to make good or replace with the items of the same quality at my/our cost.
18. On the expiry or termination or on failure of the contract, I/We undertake that all our employees direct or indirect shall vacate the Institute Hostel Mess premises after handing over all the items supplied by the Institute to the authorized officer and clear all the dues, if any, outstanding.
19. I/We undertake to vacate the IIT Ropar Hostel Mess premises immediately after the expiry/termination of the contract.
20. I/We undertake to abide by the terms and conditions of the tender which have not been mentioned in this undertaking shall also apply and form part of the undertaking for all intents and purposes.
21. The Institute shall be represented by a Mess Committee/Authorised Officer(s) duly authorized by the Director, IIT Ropar for supervision/control and all activities related to Hostel Mess matters and the contractor shall be bound to abide by the Instructions/Orders/Decisions and Directions of such Committee/Authorised Officer(s).

(a) Tenderer 's Signature : _____

(b) Name : _____

(c) Address : _____

(d) Seal of the Tenderer : _____

AGREEMENT

This agreement made on this2019 between the Indian Institute of Technology Ropar, Rupnagar, Punjab an Institute established under the Act of Parliament through their Registrar on one part.

And

XYX (hereinafter referred to as the Proprietor which expression shall include his heir, executors, administrators and assigns) of the other part.

Whereas the IIT Ropar is desirous of giving a contract for providing catering services in the Hostel Mess and whereas **XYZ** have offered to provide the same on the terms and conditions hereafter stated.

Now it is hereby agreed by and between the parties.

1. The following documents shall be deemed to form part of the agreement

a)Undertaking submitted by the contractor pages 1-2

b)The letter of intent bearing No._____ **dated** _____

c)All the terms and conditions of the Tender Notice.

1.1 The contractor hereby agrees with the client to render catering service in conformity in respects as per provisions of this agreement.

2. COMMENCEMENT AND TERMINATION

2.1 That M/s XYZ has started running Mess at Permanent Campus w.e.f. _____. That the agreement will come into force w.e.f._____ and shall barring unforeseen circumstances, remain in force for a period of two years i.e., up to _____.

2.2 Initially the license will be given for two years subject to satisfactory performance which can be extended with the mutual consent of the parties. The Mess Committee will judge the performance of the mess contractor after completion of every year. After reviewing the performance, the License may be considered for renewal up to a maximum period of three years.

2.3 That the agreement may be terminated by either party by giving two months' notice to the other. In case of serious complaint IIT Ropar/ Competent authority reserves the right to terminate the contract by giving one month notice.

2.4 That under the circumstances given below the Institute shall have the right to terminate the contract without notice, in addition to other remedies available under the law.

- a. For committing a breach of any of the terms and conditions of this agreement by the Proprietor, he will further be liable to pay the damages as assessed by the arbitrator.
- b. Subletting by the Proprietor without written consent/permission of the Director, any part thereof or any benefit or interest thereon by the Proprietor to any third person.
- c. The Proprietor being declared insolvent by a competent court of law.

3. ARBITRATION

- 3.1 In the event of any question or dispute or difference arising under this agreement or in connection therewith, the same shall be referred to the sole arbitrator appointed by the Director, Indian Institute of Technology Ropar or his nominee on mutual agreement of both parties.
- 3.2 The award of the arbitrator shall be final and binding on both parties. In the event of such arbitrator to whom the matter originally referred to is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Director, Indian Institute of Technology Ropar shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the above said terms of this agreement and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.
- 3.3 The Director, Indian Institute of Technology Ropar shall mean and include an acting/officiating Director.
- 3.4 The arbitrator may from time to time with the consent of all the parties extend the time for giving and publishing the award.
- 3.5 Subject to the aforesaid provisions, the Conciliation and Arbitration Act, 1996 and the rules made thereunder and any modification thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause.
- 3.6 All disputes and arbitration under this agreement shall be subject to the jurisdiction of the Court of Law at Rupnagar (Punjab)

IN WITNESS WHEREOF we set our hands on

FOR & ON BEHALF OF THE PROPRIETOR	FOR & ON BEHALF OF THE INDIAN INSTITUTE OF TECHNOLOGY ROPAR

(PROPRIETOR)

(REGISTRAR)

Witness

Witness

1. _____ 1. _____

2. _____ 2. _____

CERTIFICATE OF ETHICAL PRACTICES

1. I/We assure the IIT Ropar that neither I/We nor any of my /our workers will do any act/s, which are improper/illegal during the execution of the contract awarded to us.
2. Neither I/We nor anybody on my/our behalf will indulge in any corrupt activities /practices in my/our dealing with the organization/institution.
3. I/We will have no conflict of interest in any of our work/contract at the institution.
4. We will keep the messes and its surroundings hygienic, neat & clean and there should not be any complaints from the users.

Place:

(SIGNATURE) :

Date:

Name of the Caterer:

Official seal

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	GST Regn. No: (Number & photocopy of certificates to be enclosed)	
12	Whether ESI and EPF norms are complied: Yes/ No (Regn copies to be enclosed) ESI Registration No: EPF Registration No	
13	Number of persons employed: Permanent: Temporary:	
14	Yearly turnover of the organization during last 3 years (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 for last 03 years	FY 2018-19 FY 2017-18 FY 2016-17
17	Details of ISO 9000:2000 certification	
18	Details of FSSAI Certification	
19	Certificate of Registration with concerned Labour commissioner office	

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	<input type="checkbox"/>
2) Demand Draft of Rs 2360/- towards Tender Fee	<input type="checkbox"/>
3) Demand Draft of Rs 5,00,000/- towards EMD.	<input type="checkbox"/>
4) Income Tax Returns for last three assessment years	<input type="checkbox"/>
5) Photocopy of the PAN Card	<input type="checkbox"/>
6) Photocopy of the registration certificate of the organisation	<input type="checkbox"/>
7) Photocopy of the PF registration certificate	<input type="checkbox"/>
8) Photocopy of the ESI registration certificate	<input type="checkbox"/>
9) Photocopies of the performance & experience certificates of running Mess/Canteen/Cafeteria IITs/NITs/IIMs/ISBs/CFTIs/Government Universities	<input type="checkbox"/>
10) Photocopies of Proof of Turnover of the organization for last three years	<input type="checkbox"/>
11) Photocopy of ISO/FSSAI certification	<input type="checkbox"/>

B. Along with the Price Bid (Separate cover)

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

Date:

Signature with the Seal

MESS MENU

MEAL NO.	ITEMS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
BREAKFAST								
1	MAIN	GOBI / MIX PRANTHA	POORI	POHA	IDLI/VADA	PAV BHAJI	ALOO & ONION PARATHA	MASALA DOSA
2	VEG	CHATNI	ALOO MATAR	MILK-BOURNVITA/TEA	SAMBER/CHATNI	UPMA	CHATNI	SAMBAR/CHATNI
3	MILK & TEA	MILK-BOURNVITA/TEA	BADAM MILK /TEA	SEV TAMATER	CORN FLAKA MILK	MILK-BOURNVITA/TEA	HORLICKS MILK & TEA	MILK-BOURNVITA/TEA
4	OTHER	FRUIT/ EGG(2PC)	SPROUTS	SEASONAL FRUIT	SPROUTS	APPLE	OMELETE	BANANA/EGG(2PC)
5	BREAD	BRED, BUTTER JAM	BRED, BUTTER JAM	BRED, BUTTER, JAM	BRED, BUTTER, JAM	BRED, BUTTER, JAM	BRED, BUTTER, JAM	BRED, BUTTER JAM
LUNCH								
1	DAL	DAL MAKHANI	KALA CHANA	KADI PAKODA	MIX DAL	MASOOR DAL	GREEN MOONG	RAJMA
2	RICE	PLAIN RICE	PLAIN RICE	PEAS PULAO	VEG/EGG BIRYANI	PLAIN RICE	PLAIN RICE	PLAIN RICE
3	VEG	ALOO METHI	GHIYA/KADDU	ALO SHIMLA	SOYA BADI	PANEER/EGG BHUJI	CHOLEY BHATURE	PATTA GOBI MATAR
4	CURD	BOONDI RAITA	CURD	FRYUMS/PAPAD	VEG RAITA	CURD	CHATNI,MIRCH,CURD	CURD
5	ROTI	ROTI	ROTI	ROTI	ROTI	ROTI	ROTI	ROTI
SNACKS								
1	SNACKS	TEA	TEA	COFFEE	TEA	COFFEE	TEA	TEA / VARIETY SOUP/ COLD COFFEE
2	MAIN	SAMOSA WITH CHUTNEY	NOODLES / MACHRONI	ALOO TIKKI CHAT	MATAR KULCHA	VEG SANDWICH	DABELI	MIX PAKODA
DINNER								
1	DAL	ARHAR DAL	CHANA DAL	MOONG DAL	GREEN MOONG DAL	CHANA URAD DAL	DAL PANCHRATAN	MASOOR DAL
2	RICE	PLAIN RICE	PLAIN RICE	PLAIN RICE	PLAIN RICE	PLAIN RICE	VEG FRIED RICE	PEAS PULAO
3	VEG	MIX VEG	ALU BAIGAN	PALAK PANEER/ CHICKEN CURRY	CHANA MASALA	SAFED MUTTOR	ALU GOBHI	KADAI PANEER/ KADAI CHICKEN
4	NON-VEG	NA	NA		NA	NA	NA	
5	ROTI	ROTI	ROTI	ROTI	PURI	ROTI	ROTI	TANDOORI ROTI
6	SWEETS	MALPUA	GULAB JAMUN	MOONG HALWA	KHEER	RASGULLA	SHAHI TUKDA	BESAN LADDU/GAJAR HALWA/ICE CREAM

Minimum quantity of items to be served

milk to be served: 150 ml (4.5 fat)

Curd: 100 g, Jalebi: 100g, Gulab Jamun/Rasgulla: 1big piece/2 small