

**INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT**  
**(An Autonomous Body under Ministry of Tourism, Govt. of India)**  
Golagamudi, Nellore-524321(A.P)  
Website: [www.iittmsouth.org](http://www.iittmsouth.org), 9866274850

F.No. 3/Admn/IITTM/NLR/Tenders

Dated: 05/10/2021

**Notice for Inviting Open Tender**

On behalf of the Director, IITTM open tenders are invited for Mess Running Contract to provide **Meals for approx. 120 students of Boys and Girls Hostel at IITTM, Nellore** from licensed & reputed parties/ firms/ companies/ agencies well experienced in providing mess services in Govt./Semi-Govt. organizations.

Tender documents shall be accompanied by Demand Draft/Banker's Cheque for Rs. 1,000/- (Rupees One Thousand only) drawn on any Nationalized Bank in favour of the **Director, IITTM** towards cost of the tender form (non refundable). Tender is invited in two parts, i.e. **(1) qualifying bid and (2) financial bid. The tender form for qualifying bid in the pro-forma prescribed in Annexure-I and the tender form for the financial bid in the pro-forma prescribed in Annexure-II**, complete in all respects, sealed separately, and kept in sealed cover together, should be super scribed as "**Tender for Mess Running Contract**" and should be dropped in Tender Box at Reception, Indian Institute of Tourism and Travel Management, .....

The Tender documents along with instructions, scope of work and terms & conditions can be downloaded from the web site [www.iittm.ac.in](http://www.iittm.ac.in)/[www.iittmsouth.org](http://www.iittmsouth.org).

**SCHEDULE OF TENDER**

<b>Date of Issue of Tender Document</b>	<b>:</b>	<b>05/10/2021 to 25/10/2021 till 6:00 P.M.</b>
<b>Last date /time for submission of tender</b>	<b>:</b>	<b>25/10/2021 till 6:00 P.M.</b>
<b>Date/time of opening of technical bids</b>	<b>:</b>	<b>26/10/2021 at 03 P.M.</b>
<b>Date/time of opening of Financial bids</b>	<b>:</b>	<b>26/10/2021 at 03 P.M.</b>
<b>Place of Opening of Tender</b>	<b>:</b>	<b>IITTM, Nellore</b>
<b>Cost of Tender (Non Refundable)</b>	<b>:</b>	<b>Rs. 1,000/- (Rs. One thousand only)</b>
<b>EMD</b>	<b>:</b>	<b>2% of the estimated value tender (Refundable)</b>
<b>Security Deposit</b>	<b>:</b>	<b>5% of tender value of bid security. (Refundable)</b> <b>(at the time of placing the work order within 15 days of the receipt of the formal order.)</b>

(Signature of Tenderer)

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**INSTRUCTIONS FOR TENDER**

- i. The Indian Institute of Tourism and Travel Management, Nellore requires sealed tenders from licensed reputed parties/ firms/ companies/ agencies well experienced in providing Mess Services in Govt. /Semi-Govt/PSU offices/Institutions/Reputed Pvt. School & Colleges for Indian Institute of Tourism and Travel Management, .....
- ii. The contract is to be for **one year w.e.f. date of award of contract** The period of the contract may be further extended after the completion of contract at that time if this office requires to continue with the present arrangement of Mess Running Contract and is satisfied with the service of these persons or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of service by the selected Company / Firm /Agency. This office, however, reserves right to terminate the initial contract at any time after giving one week's notice to the selected service providing Company / Firm / Agency.
- iii. The tendering Company/Firm/Agency is required to enclose photocopies of the documents, **duly self attested or Authorized Signatory only**, as per the requirements of Technical Bid as given in the Annexure -I, failing which their bids shall be summarily / out rightly rejected and will not be considered any further.
- iv. Conditional bids shall not be considered and will be out rightly rejected at the very first instance.
- v. All entries in the tender form should be legible and filled clearly. If the space for furnishing of information is insufficient, a separate sheet may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, the cuttings, if any, in the Technical Bid Application must be initiated by the person authorized to sign the tender bids. All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the agency.
- vi. The envelope containing Technical Bid shall be opened first on the scheduled date and time, in the office of Indian Institute of Tourism and Travel Management, Nellore in the presence of the duly authorized representatives of the Company / Firm / Agency, if any, who wish to be present on the spot at that time. The Technical Bids shall be evaluated by a Technical Evaluation Committee. Financial bids of technically qualified, eligible bidders meeting all the requisite criteria only shall be opened on a date & place to be notified later in presence of short listed contractors or their authorized representatives.
- vii. If any bidder is exempted for non- submission of form cost and EMD, may provide the valid document in support of his claim along with a certificate from the competent authority for running the mess work only.
- viii. Indian Institute of Tourism and Travel Management reserves the right to reject or modified the tender notice/ bids without assigning any reason.
- vi. The bidder shall quote the technical & financial bids as per the format enclosed at Annexure 1 & II.

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**1. Scope of Work:**

The mess contract will be awarded to successful Tenderer for running the mess for the students residing in Boys and Girls Hostel of IITTM, Nellore and presently numbering around 120.

To prepare and serve morning tea, breakfast, lunch, evening tea with snacks, and dinner for students, staff guests and visitors of the Institute as per decided menu. It is required to maintain the mess and its surroundings neat and clean. The workers have to work under the guidance of mess Supervisor. The mess workers will work in Kitchen and dining hall in mess of Boys and Girls Hostels at IITTM, Nellore only, whereas, persons engaged in cleaning work should not be engaged for kitchen/cooking work/serving meals.

**2. Job Specification:**

- 1) To provide morning tea, breakfast, lunch, evening tea with snacks and dinner. The number of boarders in the mess will be approximately **120**, which may vary.
- 2) To make necessary arrangements for all cooking utensils, crockery, gas cylinder, stoves including utensils for serving food to the students. Plates, Bowls, stainless steel tumbler glasses, tea spoon, table spoons and forks.
- 3) The food to be prepared in clean, hygienic and safe environment/conditions and also fresh cooked meals should be served every time, as per the menu decided by IITTM.
- 4) Contractor shall ensure that the raw material using for cooking meals should be fresh. The packed eatables should not be expired, failing which invite the termination of contract/huge penalty.
- 5) The garbage collected from the kitchen, dining hall, dish wash area will be disposed of every morning and evening through garbage van in closed bins by separation of bio-degradable waste from non-biodegradable waste. The surroundings shall be kept clean and hygienic.
- 6) The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and mopped, after every meal (breakfast, lunch and dinner) and disinfected once in a month or as and when required.
- 7) High quality of hygiene, sanitation and safety will be maintained in kitchen and dining halls. All the surrounding area of the mess premises should be cleaned and washed daily.
- 8) The mess will be opened at 6.00 am and closed by 09.00 PM and keys of the mess shall remain with the successful contractor on all the seven days of the week. Any changes in the timings will require the approval of the authorities at IITTM-Nellore.
- 9) Food shall be served through counters on self-service basis. Water shall be served on the dining tables.
- 10) After every meal (breakfast, lunch and dinner) all the plates, cups, Bowls, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for the next meal. All the vessels used for cooking also should be washed in soap solution and hot water and properly cleaned vessels should be made available for cooking the next meal. The cleaning material used should be of approved quality.
- 11) After every round of meal, table including floors should be cleaned / wiped before serving next batch of students.

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- 12) Water coolers and purifiers should be cleaned every 15 days and should be maintained as per the instructions from the authority.
- 13) Proper cleaning of all vessels, utensils, dining area, kitchen, water coolers etc. should be of high quality. Any shortcoming in this regard attracts penalty.
- 14) The contractor will be responsible for the loss of any items provided by IITTM i. e. equipments, furniture, electrical equipment, RO, utensils etc and make up the loss if found damaged or short.
- 15) Electricity charges as per actual, Maintenance charges and water charges have to be paid by the contractor as decided by the competent authority of the institute.

### **3. General Terms and Conditions**

- I. Tenderer should be registered and licensed contractor/firm/caterer for the said job type as specified in Section-2. Appropriate documents/Certificates issued from appropriate authorities should be enclosed to support this.
- II. Tenderers should have a minimum of five year's experience in providing similar type of services. A Tenderer who has worked with Government/ Public Sector undertaking / Large industrial establishment / organizations / companies / institutions shall be given preference and a certificate of performance should be enclosed duly indicating the period of contract and type of payment received.
- III. The Tenderer should have a minimum turnover of **Rs. 60 lakhs** Per Annum on average basis for the last **five years**. Balance sheets for the last five years, duly certified by Chartered Accountant, to be submitted with the tender document.
- IV. The Tenderer should have valid PAN, GST and CST/VAT Registration as applicable.
- V. The E.M.D. (i.e. Rs. 2,00,000/-) submitted by the Contractor with the pre-qualification bid, would be held by the IITTM as Security Deposit and shall be refunded upon furnishing the performance bank guarantee and signing the contract. No interest shall be payable by IITTM.
- VI. The contractor will be required to deposit a Performance Bank Guarantee from a Scheduled Commercial Bank of Rs. **5% of the value of the contract** for due fulfillment of the contract. It should be valid till the expiry of Two Months period beyond the date of completion all the contractual obligations of the contractor. The bank guarantee must be submitted within 15 days from date of placing of order. This guarantee shall be liable to forfeited in the event of any breach or non-observance of the terms of the contract by the contractor or premature termination of the contract on part of the contractor for any reason. The performance bank guarantee will be renewed by the contractor, if the contract is extended after the normal expiry period of the contract.
- VII. The work order issued by IITTM, Nellore to the successful contractor/bidder is non-transferable.
- VIII. Tender should be submitted in two parts, Technical Bid and Financial Bid.
- IX. The contractor shall be solely responsible either for any injury, damage, accident to any worker by the agency or for any loss or damage to the equipment/property in the areas of work.
- X. All safety measures are to be provided by the Contractor himself/themselves.
- XI. The workers employed by the contractor shall wear uniform and name badge, which is provided by the contractor and the agency, shall be responsible for the discipline of his workers. The workers are not employees of the Institute and shall not have any

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claim whatsoever on the Institute and shall not act detrimental to the interest of the Institute. The workers shall have to follow the security regulations as directed by Security and Fire Fighting unit of the Institute. Workers shall not form union or carry out trade union activities in the campus.

- XII. The institute reserves the right to terminate the contract on 01 month's notice, without assigning any reason. The contractor can also terminate the contract by giving 01 month's notice and clearing all the dues to the Institute, if he is not willing to continue the contract.
- XIII. The performance of the successful bidder will be watched for initial two months. In case, the performance is found un-satisfactory the contact will be terminated forthwith.
- XIV. If, at any time it is found that the tender was awarded based on any false/ misleading information furnished by the Tenderer, the institute reserves the right to terminate the contract immediately.
- XV. The Licensee will not be permitted to franchise the Hostel Mess for any other commercial activity.
- XVI. The Person with any adverse/offensive police record will not be allowed to work in the Hostel Mess.
- XVII. Caterer should maintain a complaint and suggestion register and all complaint should be responded by taking corrective measures in consultation with Mess Committee.
- XVIII. The Contractor will ensure and comply with the provisions of various municipal and other Rules/Regulations/Laws of the Government in respect of wages and other benefits to his employees.
- XIX. This Institute shall not be the party in case of any dispute that takes place between the Contractor and his employees.
- XX. Vegetarian and Non-Vegetarian food will be stored, cooked and served separately by maintaining the basic hygiene.
- XXI. Guest Messing will be allowed through coupon system only; no cash system is allowed at mess counter.
- XXII. The contractor will have no right to ask for any accommodation or space, in the campus, for mess-workers, etc.
- XXIII. Sub-letting/sub-contracting the work is not permissible under any circumstances.
- XXIV. The dispute, if any, shall be subject to the jurisdiction of IITTM Center \_\_\_\_\_ Courts only.

**4. Issues related to Hygiene in the Mess and the Kitchen**

- i. Cleaning and Housekeeping of Kitchen and dining area will be the sole responsibility of the caterer. Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, mess water cooler is also the responsibility of the caterer. The highest possible standards are expected in this regard.
- ii. 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 the basin, provision of clean towels to dry hand, head caps for mess workers, hand gloves for mess workers who handle items like salad, chapatti etc., and other measures as directed by the Institute.

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- iii. Highest levels of hygiene must be maintained in the mess workers' toilet, with provisions for soap, towels etc.
- iv. Mess workers should be provided with the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
- v. IITTM would reserve the right to check on cleanliness and upkeep of premises and quality of the food.

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**ANNEXURE-I**

**TECHNICAL BID**

(To be enclosed in a separate sealed envelope)

**For Mess Running Contract in IITTM , Nellore.**

S. No.	Particulars	Yes/ No	Page No.
1.	Name of Tendering Company/ Firm/ Agency (Attach certificates of registration)		
2.	Name of proprietor/Director of Company/Firm/Agency		
3.	Full Address of Registered Office with Telephone No., FAX and E-Mail		
4.	Full address of operating/ Registered Branch Office with Telephone no. FAX and E- Mail with name of the Contact Person (s) and Mobile No.		
5.	Banker of Company/Firm/ Agency with full address (Attach certified copy of statement of A/C for the last three years)		
6.	Registered Security License No. Under PSARA Act – 2005 for all M.P. State		
7.	PAN No. (Attach attested copy)		
8.	GSTIN Registration No. (Attach attested copy)		
9.	E.P.F. Registration No. (Attach attested copy)		
10	E.S.I. Registration No. (Attach attested copy)		
11.	Documents showing completing at least one service of value not less than Rs. 60Lakhs per annum or 2 contracts of Rs. 30 lakhs per annum or 3 contracts of Rs. 20 Lakhs per annum of related to providing similar services in a single contract.		

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12.	Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments PSUs and other Private sector, during the last five years in the following format. (Attach attested copies).					
	S. No.	Details of Client along with address, telephone and fax numbers	Amount of Contract (Rs. Lakh)	Duration of Contract from to		
	(If the space provided is insufficient, a separate sheet may be attached.)					
13.	Certificate of appreciation/satisfactory certificate from the last two major clients (preferably Govt./ PSUs)					
14.	Copy of registration with relevant authority for providing manpower to the Government offices.					
15.	Total No. of years of experience in providing Mess Running Service with the list of clients year wise. (Enclose complete list)					
16.	Income declared in I.T. returns for F.Y. 2017-18, 2018-19, 2019-20 (Enclose copy of I T Returns acknowledgement for the relevant assessment years).					-
17.	Total Service Tax/GSTIN Remitted in F.Y. 2017-18, 2018-19, 2019-20					
	2017-18		2018-19		2019-20	
18.	Total Turnover of the business in F.Y. 2017-18, 2018-19, 2019-20					
	2017-18		2018-19		2019-20	
19.	Total Nos. Mess running Contracts in Hand					
20.	Affidavit stating that the agency is / has not been black listed by Centre / State Government / PSU					
21.	Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Tender Document - Annexure-III)					
22.	Details of Earnest Money Deposited: DD No ..... Dated ..... Amounts: Rs..... Drawn Bank.....					

Signature of authorized person

**Date:**

**Name:**

**Place:**

**Seal:**

(Signature of Tenderer)



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**DECLARATION**

1. Son/Daughter/Wife of Shri \_\_\_\_\_  
Proprietor/Partner/Director, authorized signatory of the Company/Agency/ Firm,  
mentioned above, is competent to sign this declaration and execute this tender  
document;
2. I have carefully read and understood all the terms and conditions of the tender and  
undertake to abide to them:
3. The information / documents furnished along with tin - above application are true  
and authentic to the best of my knowledge and belief. I/we am/are well aware of the  
fact that furnishing of any false information/ fabricated document would lead to  
rejection of my tender at any stage besides liabilities towards prosecution under  
appropriate law.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

(Signature of Tenderer)

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**Part B**

**a) Commercial Bid stating the rates**

The tender should be submitted under “Two Cover System”, the first cover is termed as Part-A, which shall contain tender documents, profile of the Tenderer, EMD of Rs. ....../- (Rupees .....only) and self-evaluation sheet. This cover should be superscribed as Tender for Mess Running Contract for Boys and Girls Hostel Mess of IITTM, Campus \_\_\_\_\_ Contract Part-A. The second cover is termed as Part-B, which should be superscribed with Tender for Mess Running Contract for Boys and Girls Hostel Mess of IITTM, \_\_\_\_\_ Contract Part-B. Both covers should be placed in a bigger cover with superscription Tender for Mess Running Contract for Boys and Girls Hostel Mess of IITTM, \_\_\_\_\_ Campus, addressed to the Director/Nodal Officer IITTM \_\_\_\_\_ and submitted on or before the last date of tender submission.

- i. Tendered price should be for the tentative menu provided as Annexure III.
- ii. Tendered price should be inclusive of all taxes and duties.
- iii. The tendered price should be reasonable on which a standard meals can be provided to the students. IITTM reserves the right to reject the tender on this ground.
- iv. The offer should be valid for a period of at least 06 months beyond the date of the tender opening and no condition whatsoever can be attached to the price offered.
- v. The contract will be for a period of one year, which may be extended further, as decided by the IITTM.
- vi. Institute reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof. In all matters pertaining to this tender, the decision of the Competent Authority shall be final and binding.
- vii. All tenders and covers should bear the name and address of the Tenderer and all the pages of the tender document must bear the seal and signature of the Tenderer.
- viii. The completed tenders should reach to the office of the Director/Nodal Officer, IITTM, \_\_\_\_\_ as per the schedule mentioned as Annexure – 1.
- ix. The technical bids will be opened as per the schedule mentioned in Annexure – 1 in the Institute in the presence of the tenderers who may wish to be present, either by themselves or through their authorized representatives.
- x. On the scheduled date, only Part-A i.e., technical bids will be opened on the basis of information provided in Part-A, Commercial Bid in Part B submitted by the short listed tenderers, will be opened at the later date under intimation to such tenderers.
- xi. The Institute may form a committee to inspect the food quality provided by the Tenderer elsewhere, before the finalization of the bids.
- xii. The contractor shall fulfill all statutory requirements pertaining to minimum wages and other statutory benefits like EPF, ESI etc., and proper account of payments including minimum wages being made to the workers of the agency. The contractor shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the Institute against all such liabilities, which are likely to arise out of the agency' failure to fulfill such statutory obligations.
- xiii. In case of any conflicting and/or conditional terms and conditions in the tender, the tender shall be summarily rejected.
- xiv. The workers employed by the contractor should not have any criminal background; an affidavit to this effect must be attached with the tender by the Tenderer.

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- xv. Successful contractor shall execute an agreement on a prescribed format.
- xvi. IITM will supervise the kitchen and menu for quality of food and its hygiene for students as per menu prescribed for that particular day.

**4. Terms and Conditions as part of Agreement**

- i Disputes:-**All disputes that may arise shall be referred to the Director/Nodal Officer, Indian Institute of Tourism and Travel Management, Nellore whose decision shall be final.
- ii The duration of the contract:** The duration of this contract is for a period of one year, this may be extended.
- iii Payment Terms:** The payment will be made monthly on satisfactory completion of job contract services and related miscellaneous works mentioned in the scope of work and job specifications and as per actual manpower supplied. In case of shortfall in supply of manpower, the payment will be deducted at the rate of 1.25 times of the applicable wages in addition to the penalty as specified in our tender document under Penalty clause. The bill should be submitted on or before 10 of succeeding month and payment will be made within 20 days after the bills are duly certified by concerned person of the Institute, who will supervise the above work. The contractor has to indicate bank account no. attached with Aadhar card for arranging ECS payment. The proof in the form of copy of challans for payment of statutory taxes to be furnished to the Institute quarterly.
- iv Indemnity:** The Institute shall be indemnified for all losses due to commissions and omissions of any person deployed by the contractor. There shall not be any loss or damage caused to the Institute (people and/or property) on account of any employees or staff and the same shall be commissions of contractors. It shall be made very clear that the employees/ staff engaged by the contractor shall not be treated or considered as employees of the Indian Institute of Tourism and Travel Management, Nellore under any circumstances. The contractor shall defend, indemnify and hold the Institute harmless from any liability or damage, law suits, penalties imposed by any State and Central Government Department or statutory body or by a third party for reasons of violation of any of their statutory provisions or requirements. The Institute shall not be liable for any damage or compensation payable to any worker or to any person as a consequence of his work and the Institute shall be completely indemnified accordingly.
- v Security Deposit:** The contractor shall provide Performance Bank Guarantee as Security Deposit of Rs. **5% of the value of the contract** from the nationalized bank in favour of the Director, Indian Institute of Tourism and Travel Management, payable at Nellore before the commencement of the contract.

If the **contractor fails** to carry out the entrusted job contract services and related miscellaneous works within the stipulated time and as per the scope of work and job specification, Institute reserves the right to impose penalty as specified in the Penalty Clause and has the right of getting the work done through someone else.

The security deposit furnished by the contractor will not carry any interest and will be refunded:-

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- i. On completion of job contract service entrusted to the contractor satisfactorily. If the work is not satisfactory he is liable for forfeiture of security amount deposited.
- ii. The security deposit made by the contractor to be released only after producing the proof of compliance and provident fund, minimum wages etc.

The books of accounts to be maintained properly and produced for inspection by IITTM, whenever asked for, which invites penal action for the non-compliance.

The contractor shall be responsible for the discipline of his workers.

The normal working hours of all the mess are from 6.00 am to 9.00 pm. However, the IITTM may call for special services that may be at times beyond these hours on special occasions, without any additional payments.

**5. The guidelines for the workers employed by the contractor**

- i. Shall not act in any way detrimental to the interest of the Institute.
- ii. Are not employees of the Institute and shall not have any claim whatsoever on the Institute.
- iii. **Uniform:** All personnel appointed by the contractor shall wear approved uniforms provided by the agency during working hours for proper identification of employees of different agencies.
- iv. The Contractor shall provide ID cards to the Mess staff. It will be verified and certified by IITTM.
- v. How to follow the security instructions as directed by the Security Supervisor.
- vi. They shall not participate in any strike or protest in any form.
- vii. The Contractor workers can take rest in the room provided in the mess during break timings.
- viii. All the contractor workers are required to do their duty maintaining hygienic, cleaning and safety.
- ix. The List of workers profile has to be submitted to IITTM for approval.
- x. The workers should not have any criminal background.
- xi. Contractor shall ensure that the behavior of the workers/staff with the students/mess users is decent. Contractor shall be responsible for any misbehavior and/or abusive language by the workers/staff and necessary action may be taken in any of such occurrence.
- xii. Smoking and consumption of alcohol/drug by any of the mess staff in the Institute premises is strictly prohibited.
- xiii. All the required quantity of materials and laborers for Mess Running Contract and related miscellaneous works will be at the cost of the contractor, he shall furnish the staff position, implements, equipments, tools and plants for this work as proposed to be deployed by him. Whenever any claim for the payment of whether liquidated or not, money arises out of or under this contract against the contractor, the Institute shall be entitled to recover such sum by appropriating part or whole, the security deposit by the contractor. In the event of security deposit money being insufficient, then the balance or the total sum recoverable, shall be deducted from any sum then due or which at any time

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thereafter may become due to the contract under this or any Security Deposit shall be withheld till such claims of the Institute and finally adjudicated upon and paid by the contractor.

**6. Termination of contract in the initial stage**

The Institute reserves the right to cancel the award of the contract in case the food items/ meals are not found satisfactory for first 15 days from the date of the commencement of the contract.

**7. Penalty Clause**

- i. Work not done satisfactorily would be recorded and rejected for payment. Reasons for rejection would also be recorded (Cleanliness, sufficient staff, service quality, food quality & quantity, quality of raw material etc. are some of the parameters for evaluation.)
- ii. Penalty shall be a maximum of Rs. 10,000/- per fault/unsatisfactory work to be decided by the Mess Committee.
- iii. If a written complaint is received (verified by a minimum of 10 students) on shortage of food, an amount equivalent to 100 student's meals shall be deducted from the payment on three such occasions the contract shall be liable to be terminated.
- iv. The cost of execution of the work at the risk as well as the penalty shall be recovered in the next bill that falls due and if the amount of recovery exceeds the bill amount, recoveries shall be made from the Security Deposit, which has to be made good within 15 days of the short fall.
- v. If the quality of raw materials are not up to the mark in surprise/routine checking by the authority, 10-50% amount of that day will be deducted based on the low grade quantity. If any eatable of expiry date is found, penalty of Rs. 2000/- per incidence shall be imposed and all such material will be seized by the Institute. On three such occurrences the contract will be liable to be terminated.
- vi. If the food quality is not up to the mark and/or insufficient quantity on inspection, 10-50% amount of that day will be deducted. On three such occurrences, the contract will be liable to be terminated.
- vii. Periodic feedback will be taken from the students/ mess users. Contractor has to take care of the suggestions/concerns of the mess users and should report the action-taken to the concerned warden.
- viii. Institute's Holidays – The mess charges will be paid 75% to students and 25% to mess contractor.

(Signature of Tenderer)

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**Annexure II**

**Commercial Bid**

**Note: Put in Part B**

**PART - B**

**Commercial Bid for boys and girls students mess at IITM, Govindpuri, Campus Gwalior  
(MP)**

Rate to be quoted per students per month (morning tea/breakfast/ lunch/ tea & snacks/dinner) as per attached menu.

**Rs. ----- (Rupees \_\_\_\_\_) per student  
per month (all inclusive)**

(Signature of Tenderer)

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**ANNEXURE-III**

**DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES**

We certify that last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority on a judicial pronouncement or arbitration award, nor been expelled from any project of contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that:

- a] We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice or restrictive practice as defined in Section-B of Fraud and corrupt practice on the General Instructions for tender of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprises on any Government, Central or State.
- b) We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section-B of Fraud and Corrupt practice of the terms and conditions of the documents, no person acting for us or on our behalf has engaged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our associates have not been convicted by a Court of law or indicated of adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of law.

We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our Directors/ Managers/ Employees.

**DECLARATION:**

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory  
with date)

(Signature of Tenderer)

**Evaluation Criteria**

**Technical Bid Parameters**

**1. Experience with Government Agencies /PSUs /Private Agencies (Marks 100).**

In allowing marks, bidder having maximum experience will be allowed full 100 marks and others will be allowed marks proportionately:

Suppose there are four bidders with following experience:

- A 18 Years
- B 15 Years
- C 10 Years
- D 05 Years

**Score (Formula) S(E) = 100 x H/TH**

**TH : Highest Number of years of experience quoted by a bidder of all the bidders.**

**H : Number of years of experience quoted by the bidder under consideration.**

A = 100 (being highest)

B =  $100 \times 15/18 = 83.32$

C =  $100 \times 10/18 = 55.55$

D =  $100 \times 05/18 = 27.77$

**EVALUATION CRITERIA (Financial bid)**

Name of the Party	Financial Proposal – on the basis of quoted rates
A.	3500
B.	3500-3550
C.	3550-3600
D.	More than 3600

**Financial Score**

**(Formula) Sf.= 100 x Fm/F**

**Fm: Lowest price quoted by a bidder of all the bidders.**

**F : Price quoted by the bidder under consideration.**

A.	=	100 (being lowest)	=	
B.	=	$100 \times 5.000/6.000/-$	=	83.33
C.	=	$100 \times 5.000/7.000/-$	=	71.42
D.	=	$100 \times 5.000/8.000/-$	=	62.5

**Technical Score**

A.	=	100
B.	=	83.32
C.	=	55.55
D.	=	27.77

(Signature of Tenderer)



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Weight-age for Technical and financial proposals.

Technical (T)	= 0.6
Financial (P)	= 0.4

**NOW, TOTAL SCORES OF THE BIDDERS (Tech + Financial)**

Name of the party	Technical (T)	Financial (P)
<b>Total</b>	6 x Tech. Score/10	4 x Fin. Score/10
A. 100	$6 \times 100 / 10 = 60$	$4 \times 100 / 10 = 40$
B. 83.32	$6 \times 83.32 / 10 = 49.99$	$4 \times 83.33 / 10 = 33.33$
C. 61.89	$6 \times 55.55 / 10 = 33.33$	$4 \times 71.42 / 10 = 28.56$
D. 41.66	$6 \times 27.77 / 10 = 16.66$	$4 \times 62.5 / 10 = 25$

Highest score of 100 obtained by Party A, therefore, contract may be given to Party A.

(Signature of Tenderer)

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**Annexure-v**

**Tentative Menu for IITM, Nellore**  
(Subject to Upgradation)

<b>Days</b>	<b>Breakfast</b>	<b>Lunch</b>	<b>Evening Tea/Snacks</b>	<b>Dinner</b>
Monday	Idly Vada (2) Sambar Chutney Tea (100 ml)	Rice /Chicken Biryani +Chicken Curry / Fish Curry Paneer Butter masala for vegetarian + Rasam & Buttermilk Pachhadi+Fryems+R oti/Pulka	Bread Pakoda-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Pulka+Curry+Curd Rice & Pickle
Tuesday	Poha/Khichidi/Upma Chopped onions Coconut chutney Tea(100 ml)	Rice +Dal / Rajma Dal Cabage Poriyal + Buttermilk +Pappu chaaru Pachhadi+Fryems+R oti/Pulka	Samosa-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Chapathi+ Green Pease Masala+ Onion Pulao
Wednesday	Carrot onion uthappam Peanut chetney Hot chutney Tea (100 ml)	Rice+Dal+ Potlakaya Curry Rasam+ Buttermilk +Gongura Pachhadi+Fryems+R oti/Pulka	Veg Cutlet (75 gm)-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Pulka+Aloo dum+ Coconut Rice / Tamoto Rice / Lemon Rice with pickle
Thursday	Chole bhaturi masala Tea (100 ml)	Rice + Sambar + Gobi-65 Rasam & Buttermilk Pachhadi+Fryems+R oti/Pulka	Veg sandwich-2 + Tea/Coffee (200 ml) + Tomato Sauce	Boiled eggs (2) / for vegetarian Aloo Bonda (2)+Pulka + Any curry
Friday	Masala Dosa Peanut chetney Hot chutney Tea (100 ml)	Rice /Chicken Biryani +Chicken Curry / Fish Curry Paneer Butter masala for vegetarian + Rasam & Buttermilk Pachhadi+Fryems+R oti/Pulka	Onion/Palak Pakoda (75 gm) + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Eggnoodles +Mixed vegetable rice+ketchep
Saturday	Chapathi Aloo Masala Tea (100 ml)	Rice +Dal / Rajma Dal Cabage Poriyal + Buttermilk Pachhadi+Fryems+R oti/Pulka	Aaloo Tikki-2 + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Pulka+Lemon rice+Any curry
Sunday	Aaloo Paratha (200 gm), Pickles and Curd and Mint chutney Tea (100 ml)	Rice +Sambar+Veg fry +Rasam + Buttermilk + Pachhadi+Fryems+R oti/Pulka	Khasta Kachaudi Chat + Tea/Coffee (200 ml) + Green Chutney/ Tomato Sauce	Tamota Chutney+Peas Pulay+ Roti/Pulka

- It may be noted that curry for dinner should different on each day.

(Signature of Tenderer)

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**Menu Details:**

**1. Breakfast:** The contractor would provide the following mandatory items for breakfast:

**Everyday:**

Bread (White/Brown/Grilled)	Unlimited
Butter	15 Gms.
Jam	15 Gms.
Milk (3% Fat i.e. Single Toned)	250 ml.
Tea / Coffee	150ml.

Khichdi, Dalia, Oat, Corn Flakes will be served in unlimited quantity during illness.

***The contractor will provide at least 3 items from list 1, list 2 and list 3 one item from each list.***

**List-1:** Veg Paratha, Pav Bhaji, Omelet, Veg Cutlets, Chhole/Aloo Puri, Fried Idli, Idli Sambhar, Upma, Chhole Kulche, Sambhar Bada, Uttapam, Dosa, Paav Bhaji, Veg Paasta.

**List-2:** Poha, Jalebi, Samosa, Sevaiyan, Aaloo Pyaz Pakode, Bread Pakoda, Dhokla, Halwa, Black Chana Chhat.

**List – 3:** Banana, Watermelon, Muskmelon, Papaya, Apple, Mousambi, Orange, Grapes, Fruit Salad (Including Pineapple), Any Other Seasonal Fruits.

**Note**

Boiled Eggs (2pcs) will be served with List-3 Items but the student can opt only one of them.

**Further items in the list can also be introduced in consultation with the mess committee.**

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**2. Lunch/Dinner:** The contractor shall cook and provide the following mandatory items during lunch and dinner:

**a. Lunch: -**

Curd/Raita (Either Lunch or Dinner)	100g
Rice	Unlimited
Green Salad	Unlimited
Roti	Unlimited
Dal	Unlimited
Vegetable	Unlimited
For lunch, Seasonal drinks must be served 4 times a week.	like Rasna, Ampanna, Jalzeera, lassi, chhanch

For lunch, Papad will be served thrice in a week

For lunch, Dry Vegetable will be served along with Vegetable Curry for 3 days a week.

**b. Dinner: -**

Rice	Unlimited
Green Salad	Normal
Roti	Unlimited
Dal	Unlimited
Vegetable	Unlimited

- For Dinner, Dry Vegetable will be served along with Vegetable Curry for 3 days a week.
- For Dinner, Fryums will be served thrice a week.
- Paneer items (containing 100gm paneer) will be served three days in a week / Non-veg will be served of equivalent cost to the paneer twice a week (Students must opt for any one of these).
- Desert will be served 5 days in a week include Banana/ Mango Shake, Rasgulla, Gulab Jamun, Ice-Cream, Custard, Fruit cream, rasmalai or any other item with the mutual consultation of contractor and Hostel Mess Committee such that the total cost of the desert for the week should be about Rs. 100/- (Rupees Hundred only) per person.

**List of Vegetables:** Veg Kofta, Malai Kofta, Soybean Chop, Chhola, PindiChhole, Mushroom, AalooGobhi, Mix Veg, Green Vegetable, Arbi/Ghuiyan, PattaGobhi, PhoolGobhi, Aloo Matar Tamatar(Dry), MatarGaajar, Loki Chana, Karela, Shimla Mirch, Parwal, Baingan, Nandru, Palak, Methi, KadhiPakoda, Bhindi, Beans, Karela, MithaKaddusabji and other seasonal vegetables.

**List of Dal:** Moong dal, Masoor dal, Chana dal, Arhar dal, Rajma, Urad dal, Daal Tadka, Soyabean Daal.

Salad: Cucumber, Onion, Carrot, Beetroot, Tomato.

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**3. Evening Tea & Snacks:**

Tea/Coffee (150ml) should be served regularly during winters and summers. The contractor might serve Juice etc. during summers on students request, after mutually discussing with Mess Committee Members.

**Note on the Menu:**

1. Variety and culture must be ensured during the meal.
2. The same dal must not be served more than twice during a week.
3. The same vegetable must not be served more than twice during a week.
4. The detailed daily meal-wise menu specifying the dals and vegetables to be served will be identified at the beginning of each month by the Hostel Mess Committee in consultation with the contractor. It will be mandatory for the contractor to serve this menu. In case of any difficulty in the same, Mess Committee must be informed well in time.
5. The contractor will be required to provide khichadi/ Daliya/ Oats/ Cornflakes with Milk or any other suitable item including boiled vegetables etc. for sick resident(s) in lieu of the regular meal.
6. Pickle to be provided with every meal.
7. Coconut chutney will be served with all south Indian dishes (like idli, dosa, uttapam.)
8. The menu, as decided by the mess council, will be strictly followed.
9. The use of monosodium glutamate ((Ajinomoto) is strictly prohibited violation of this may impose very high Fine.
10. Food shouldn't be recycled.
11. Extra items e.g. non-veg. items over and above the decided mess menu can be sold at prices decided by the Mess Council in consultation with the caterer.
12. The caterer should provide special Dinner or Lunch on occasions like festivals foresight to ten days in a year, as decided by the mess council, at no extra cost.
13. Food should be served and maintained warm always.
14. Enough counters, as decided by the Mess Council, should be operational.
15. The caterer should maintain a complaint and suggestion register and every complaint should be responded by taking corrective measures in consultation with hostel council.
16. Paper napkin should be provided when fried food is served.
17. Catering services for institute events held within the premises of the hostel may be undertaken only after obtaining a written permission from the mess council at least three days prior to the event.
18. Papad to be served minimum of 3 times a week
19. Unlimited good quality Pickle, Fryums, Chutney to be served as mentioned in the menu.

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**Quality of ingredients and other items:** The ingredients used must be of reputed brand or high quality (in case of ordering from locals), The mess committee has full right to check the make and quality of the products used. Some of the brands are listed below:

1. Butter will be Amul/Mother Dairy brand.
2. The jam will be of Kissan/ Tops or any other reputed brand.
3. Oil will be of Dhara/Saffola/Fortune/Patanjali.
4. Rice will be of good quality i.e. Kaali Mooch (choice of brands to be pre-approved by the Competent Authority/ Hostel Mess Committee).
5. Wheat flour (Aashirvad/ Patanjali/ other brands with prior permission from Mess Committee)
6. Coffee will be of Tata/ Nescafe/ Bru brand.
7. Tea must be of Tata/Book Bond/Lipton etc. brand or as decided by consultation of Hostel Mess Committee.
8. Fresh Milk must be daily supply toned milk (48-72 hrs. validity) of Mother Dairy/ Amul brand or any other (with permission of Mess Committee) but at least with 3 % fat and 8% SNF.
9. Ketchup and pickles will be of Tops/ Nafed/ MTR/ Tasty Treat/ Del Monte brand.
10. Salt will be iodized branded salt and masalas will be of either MDH/Everest/Catch or similar brand or other approved brand (Agmarked).
11. Flakes will be of Kelloggs/Begry's/ Top/ Lawrence/ Tasty Treat brand.

Brand of any other item required or any of the above items, in case of non-availability of above brands, will be mutually decided by the Hostel Mess Committee and the contractor and approved by the competent authority.

**Timings:** The following timings will be followed:

Breakfast: 7.30a.m. to 9:00 a.m on weekdays (Mon to Fri)

8.00a.m. to 10.00a.m. on Sat, Sun and Institute Holidays.

Lunch: 12.00 noon to 2:00 p.m. on all days

Tea: 5.00p.m. to 6.00 p.m. on all days

Dinner: 7.30 p.m. to 9.00 p.m. on all days

**Note:** The above schedule is subject to change by the order of Mess Committee/Mess Manager IITTM.

**Disposal of Waste food:** Disposal of the left-over/waste food/material in mess premises should be responsibility of Contractor to be cleaned every day.

**Monitoring/Penalty:** The quality of ingredients, as well as cooked items and the hygiene level, will be checked randomly by the Hostel Warden/ Deputy Warden, Nodal Officer, members of mess committee, mess manager and if any fault is found then the following penalties will be imposed.

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**PENALTIES FOR VIOLATION OF RULES, TERMS, AND CONDITIONS:**

The caterer will be fined/cancellation of the contract or both will be decided by Mess Council IITM in case of any violation of the following rules:

1. Insects cooked along with food.
2. Any complaint of soft objects like hair, rope, plastic, cloth, stones/pebbles of diameter more than 2mm etc.
3. Hard and/or sharp objects like glass pieces, nails, hard plastic/ staples etc.
4. Three or more complaints of unclean utensils in a single day and any case of food poisoning.
5. If food for any meal gets over within timings of mess and waiting time is more than 15 minutes.
6. Changes in the menu without prior notice to Mess Council.
7. If the quality of milk is not found up to be appropriate, or it is diluted.
8. Using brands not mentioned in the contract without prior permission and adulteration.
9. Mess must be opened for inspection by Government authorities as required under mess rules.

(Signature of Tenderer)

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**I. IMPORTANT NOTE:**

(a) Salt, Pepper, Green chilies, & Paper napkins shall be available on all days at the time of Lunch & Dinner along with above mentioned items

(b) Quantity of breakfast, lunch and dinner shall be unlimited

**II. MEAL FOR SICK STUDENTS:**

\*Kichdi, Dalia, Oats, Corn Flakes, Curd, Milk, Fruits or as advised by Doctor. It shall be order in advance (except emergency cases).

**III. FESTIVE SPECIAL DECENT MEALS**

**IV. FESTIVE SPECIAL MEALS**

Festive meals shall be served on the following occasions as decided by the students committee:

- |                |                     |              |
|----------------|---------------------|--------------|
| 1 New Year     | 4. Janmasthanmi     | 7. Diwali    |
| 2 Republic Day | 5. Independence day | 8. Eid       |
| 3 Holi         | 6. Navratri         | 9. Christmas |

**\* Schedule of festive meal shall be finalized by Mess committee / IITTM authorities.**

(Signature of Tenderer)



**Information to be provided with the Technical Bid (Annexure A)**

Details of Experience of handling large institutional/corporate cafeteria/food outlet:  
Current and Earlier (during last 5 years).

Please include copies of work orders for values of Rs. 40 lakhs and above for contract periods of one year. For the purpose of evaluation, it is necessary that the caterer must have executed 2 work order of 75 Lakhs or 3 work orders of 50 Lakhs or 4 work orders of 40 Lakhs over one-year period in last 5 years.

Any other pertinent information.

(Signature of Tenderer)

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**ANNEXURE-VII**

<< ON Organization Letter Head >>

DECLARATION SHEET

We, \_\_\_\_\_ hereby certify that all the information and data furnished by our organization about these tender specifications are true and complete to the best of our knowledge. I have gone through the specifications, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

We further specifically certify that our organization has not been Black Listed/De-Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years. The prices quoted in the financial bids are subsidized due to academic discount is given to IITTM.

NAME & ADDRESS OF

THE Vendor/ Manufacturer / Agent

Phone

Fax

E-mail

Contact Person Name

Mobile Number

GSTIN Number

PAN Number

UTR No. (For Tender Fee)

UTR No. (For EMD)

Signature of the Bidder

Name:

Seal of the Organization

(Signature of Tenderer)

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**ANNEXURE-VIII**

LIST OF ORGANIZATION/DEPARTMENT

List of Organizations for whom the Tenderer has undertaken such work during the last three years (must be supported with work done orders)

Name of the organization	Name of Contact Person	Contact No.

Signature of Bidder

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization Name: \_\_\_\_\_

Contact No.: \_\_\_\_\_

(Signature of Tenderer)

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**FINANCIAL BID**

**Financial Bid:** Please fill the rates including GST.

**A: Mandatory Items**

1. The residents taking all the meals will pay Rs. \_\_\_\_\_ per Dining day.
2. The casual guests or the resident's guests staying in the hostel will pay at the rate of Rs. \_\_\_\_\_ per day regardless of whether they take a given meal or not.
3. For the resident's guests not staying in the hostel, the rates will be as follows:  
Breakfast : Rs. \_\_\_\_\_  
Lunch : Rs. \_\_\_\_\_  
Tea : Rs. \_\_\_\_\_  
Dinner : Rs. \_\_\_\_\_

- **The above rates will remain in force at least for one year and CANNOT be revised until with the prior approval of the Dean of Students or as and when there is a genuine requirement that too after one year.**
  
- **The rates of all food services will be increased as per the Food Inflation Rate in India up to a maximum of 5% per year.**

Signature of the Contractor or  
his authorized signatory with  
Seal of the Agency

Dated: \_\_\_/\_\_\_/\_\_\_\_\_

Accounting and Payment:

- The bills for a given month will be submitted by the contractor to the caretaker at the beginning of the next (following) month, which will be cleared within 10 days of their submission. The rates for all the items for which the bills are raised must be approved by the Dean of Students/IITTM Mess manger beforehand.

**Please signed and seal the Financial Bid in a separate envelope marked as 'Financial Bid' and enclose this envelope with other tender documents.**

(Signature of Tenderer)