

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI



TENDER DOCUMENT
FOR
CATERING SERVICE IN HOSTELS
MARCH – 2022



भारतीय प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI
Guwahati – 781 039

Ref: IITG/SA/HAB/HST/309/2022

Date: 21.03.2022

TENDER NOTICE

Last date for submission of Tender: 5.00 PM on 20.04.2022

Notice inviting tender from experienced catering firms to cater food in the hostels of IIT Guwahati at its permanent campus in Guwahati, Assam. The details of the hostels are given in the schedules. The tender document can be either obtained in person from the Joint Registrar, Students' Affairs Section, IIT Guwahati, Guwahati 781039 by submitting a Demand Draft for **Rs. 7,500.00 (Rupees Seven Thousand Five Hundred only)** drawn in favor of "Hostel Affairs Board, IIT Guwahati" payable at Guwahati, or downloaded from <http://www.iitg.ac.in/tenders> on or **before 20.04.2022**. Those who download the Tender document should hand over/send the DD for **Rs. 7,500.00 (Rupees Seven Thousand Five Hundred only)** to the Joint Registrar, Students' Affairs Section while submitting/sending the completed Tender document.

The duly signed and sealed Tender documents shall be either sent to the **Joint Registrar, Students' Affairs (SA) Section, IIT Guwahati, Guwahati-781039** by speed-post/courier, or submitted at Students' Affairs Section, IIT Guwahati, **to reach on or before 20.04.2022, 5:00 PM**. IIT Guwahati will not be responsible for any delay or loss of Tender sent by post/courier. The list of bidders who have submitted the bid along with the valid tender fee will be displayed on **22.04.2022, 5:00 PM**. The final selection of the caterers will be based on a weighted criteria system. The tentative date of the interview is **11.05.2022**.

The decision of IIT Guwahati will be final in awarding the contracts.

Joint Registrar
Students' Affairs Section, IITG



भारतीय प्रौद्योगिकी संस्थान गुवाहाटी

EXPRESSION OF INTEREST (TENDER) FOR CATERING SERVICE IN HOSTELS

The Tender document consists of

- i. **Tender schedule** (pages 6 to 9)
- ii. **Schedule A: Basic Technical Details** (pages 10 to 11)
- iii. **Schedule B: Terms and Conditions for Catering** (pages 12 to 15)
- iv. **Schedule C: Details of Menu, Mess Subscription System, and Payment Terms** (pages 16 to 17)
- v. **Annexures 1, 2, 3, and 4** (pages 20 to 24)

IMPORTANT DATES:

Date of sending the notifications	: 21 st March 2022
Last date of Tender submission	: 20 th April 2022, 5:00 PM
Display of list of qualified bidders	: 22 nd April 2022, 5:00 PM on SA Notice Board and Institute Website
Date of interview	: 11 th May 2022 (Tentative)
Cost of Tender document	: Rs. 7,500.00 (Rupees Seven Thousand Five Hundred only) (<i>Non-refundable</i>)

Date:
Place:

Signature of Caterer
along with official seal and address

TENDER SCHEDULE

(To be read along with Schedules A, B, and C)

Important Conditions of the Tender to be abided by the caterer

Eligibility to participate in the Tender:

A caterer willing to participate in the tender should have rendered catering services of providing breakfast, lunch, and dinner continuously for at least two full year in reputed educational institutions/establishments.

Not more than one tender shall be submitted by one bidder having business relationship. Under no circumstances will father/mother and his/her son (s)/ daughter(s) who have business relationship with one another (that is when one or more partner/director are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenderers of both parties liable to rejection.

Submission of Tender:

A tender in the form of this Tender can be submitted on all working days. The due date for the submission of the tender is on or before 20.04.2022, 5:00 PM. If this day is declared as a holiday, the tenders can be submitted up to 5:00 PM on the following working day. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

Earnest Money Deposit (EMD)/Security Deposit:

The applicant should submit a Bid Security Declaration as per enclosed Form-1

Authority to sign:

The bidder must duly sign all pages of the tender along with the enclosures. They should sign above the full type-written name and current address.

Compliance/Confirmation:

Compliance or Confirmation report with reference to the Basic Technical Details (Schedule-A), Terms & Conditions of Catering (Schedule-B) and Details of Menu, Mess Subscription System, and Payment Terms (Schedule-C) should be duly filled, signed, and be included with the tender along with its necessary enclosures.

Alternative proposals:

The caterer shall submit the tender that strictly comply with the requirements of the tender. Any alternatives or modifications shall render the Tender invalid; Tender with conditional offers will be invalid.

Late submission of Tender:

The tenders received after the due date and time will not be considered, and the same will be returned unopened to the caterer. The bidder shall abide by the terms and conditions as specified in this notice/tender.

Acceptance and rejection:

IIT Guwahati reserve the right to shortlist/reject any or all tenders and accept the whole or any part of the tender without assigning any reason. A tender that does not fulfill any of the conditions as per this tender or with incomplete documents in any respect will be rejected summarily.

Date:

Place:

Signature of Caterer
along with official seal and address

Hostel details:

The details of the IIT Guwahati hostels and their approximate room strength are given in Annexure-1. Prospective caterers are encouraged to visit the hostels to ascertain the available infrastructure during office hours (Monday to Friday). IIT Guwahati reserves the right to assign any of the hostels to the caterer. A caterer may be selected for services in more than one hostel. In such cases, the caterer should have different setups for different hostels, as per the terms given in the Schedules.

Final selection:

The final selection of the bidders and allocation of a hostel to the bidder for providing its services shall be based on the following weighted criteria system. Total marks will be computed as the sum of marks obtained under the sections listed below. The bidders with the highest marks will be selected for providing services at IIT Guwahati.

Maximum Marks: 100:

Experience (Max: 10*)

Experience	Points
More than 10 years	10
More than 5 years (less than 10 years)	5
More than 3 years (less than 5 years)	2

Strength of Students served in a single mess (Max: 20*)

Strength	Points
More than 2000 Students	20
More than 1000 students	15
More than 500 students	10
More than 300 students	5

Other Criteria (Max: 20*)

Criteria	Points
Letter of recommendation from previous employer/organization	5
Previous experience in Premier Institutes (IITs, IISCs, NITs)	8
Previous experience in other Private/Government Institutes	7

***Minimum criteria need to be followed.**

Interview (50 points)

The caterers will be evaluated on the following ground:

- Presentation on overall management of mess services and modus-operandi pertaining to daily functioning of mess.
- Performance record and analysis from the organizations previously served.
- Details of handling any other commercial food outlets with size of outlet and duration of service.
- Details of handling any special or emergency requests like catering to an increased number of diners on short notice etc

The decision of the Institute will be final and binding for all the vendors.

A successful bidder is one who has passed this final selection process and has a hostel assigned to it for providing its services.

A special preference will be given to women entrepreneur for girls hostel related services

Date:

Place:

Signature of Caterer
along with official seal and address

Contract Agreement:

The successful bidder shall sign a contract agreement with IIT Guwahati, which will be executed as per the provisions of the stamp act and shall be duly registered.

Period of contract:

The contract will be assigned initially for a period of 1 (one) year, effective **from 26st July 2022**. Upon satisfactory performance, the contract may be extended for 1 (one) more year. In exceptional cases, where the services provided by the firm are extremely satisfactory during the first two years, the authority may extend the contract period by another one year. The Hostel Affairs Board shall periodically notify the operational days of the mess under this agreement.

Termination of contract:

The caterer may terminate the contract by issuing 2 (two) months of written notice. However, the authority reserves the right to terminate the contract without assigning any reason if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene of any of the mess services have deteriorated to such an extent that it is detrimental to the interests of the hostel boarders and their health. All clauses as mentioned in Annexure 4 will also be applicable for terminating the contract.

Compliance of Statutory provisions:

The caterer will have to abide by all the provisions of various Labour Laws under GoI / GoA as applicable from time to time, e.g., Minimum Wages Act, Provident Fund, etc. The Mess workforce will be as per Table 2.

Date:

Place:

Signature of Caterer
along with official seal and address

Maintenance of kitchen equipment:

The successful bidder who undertakes the catering contract for a particular hostel is responsible for maintaining the kitchen equipment and utensils for that hostel for the entire duration of the catering contract. Every month on the scheduled mess shutdown day, the caterer has to provide the details of the mess utensils and equipment (working and not working) present in a mess to the Hostel Office as well as the MMC convener by tallying with the list provided to them at the beginning of the contract. If any utensil is found to be missing, the cost of that particular utensil at the current market price will be charged from the caterer during the settlement of bills. On completion of the contract, if any of the utensils and equipment are found in damaged condition, the caterer of that mess has to compensate for the same at the current market price.

Payment terms:

Daily rate to be paid by a student is Rs. 88/- (for Basic Menu 1) and Rs. 109/- (for Basic Menu 2). This rate is **exclusive of taxes** as levied by Central and State Governments. The overhead to cover the salary of the mess workforce and taxes will be paid as per Govt. of India norms for minimum wages based on the employees' attendance. This monthly payment to the caterer will be calculated as (88 times the number of subscribers for Basic Menu 1 + 109 times the number of subscribers for Basic Menu 2) times (number of operational days in the month) + overhead charges. Relevant details are given in Schedule C.

Inspection authority:

Authorized representatives of the Hostel Affairs Board or individual hostels will carry out periodic inspection and surprise checks to ensure the quality of ingredients, hygiene, and cleanliness.

Canvassing:

Any attempt to canvass for the selection of a caterer, directly or indirectly, will lead to disqualification of such a caterer from the selection process.

Modifications:

IIT Guwahati reserves the right to modify/add any clause to the agreement during the contract period.

Cancelation of tender:

IIT Guwahati reserves the right to cancel the tender at any time without assigning any reason.

General Terms & Conditions:

For General Terms & Conditions, refer to page-15, part IV of Schedule B.

Disputes and jurisdiction:

Any legal disputes arising out of any breach of contract about this tender shall be settled in the court of competent jurisdiction located within the local limits of Guwahati in Kamrup District, Assam.

Arbitration:

All disputes or differences whatsoever arising between the parties out of or relating to the services will be settled by arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. Such arbitration shall be governed by the Arbitration and Conciliation Act.

Acknowledgement:

It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above, and we agree to abide by them.

Date:

Place:

Signature of Caterer
along with official seal and address

SCHEDULE A: BASIC TECHNICAL DETAILS

1a	Name of the Caterer/Catering Firm:		Paste a passport size photograph(s) of representative(s) of the firm/individual caterer	
	Complete Address:			
	Phone No.		E-mail ID	
1b	Name of Contact Person / Representative of firm and Designation			
	Phone No.		Mobile No.	
2a	Catering License No		Catering Registration No	
	PAN		TAN	
	ESI		EPF	
	GST		(Documentary proof copies of the above to be enclosed)	
2b	Proof for payment of income tax and service tax (last three years) (copy of income tax and service tax payments to be enclosed)			
3	No. of Food Courts/Dining Facilities run in Higher Educational Institutions (Enclose list of work handled up to 2021 and ongoing work separately with all the relevant documents) (List to be included with name of the institution, duration, number of students catered, type of service provided)			
4	No. of Food Courts/Dining Facilities run in Non-Academic Establishments (Enclose list of works handled up to 2021 and ongoing work separately with all the relevant documents)			
5	Quality Certification obtained for the Food Courts/ Dining Facilities/Catering Services provided (Copy should be enclosed)			
6	Caterer Solvency (Capital Employed) (Rs.in lakhs) (Solvency certificate for an amount not less than Rs.10.00 Lakhs should be enclosed)			
7	Turnover per annum Rs. (in Lakhs) Authenticated copy of audited Statement of Accounts for the last three years should be enclosed (In case the work was executed for private firm/persons, TDS certificate should be submitted)			
8	No. of Employees	Regular		Temporary
9	Litigations, if any, connected with Catering Work			Yes/ No (if yes, details to be furnished separately)
10	Any other information, caterer wishes to provide in support of their credentials (Details, if any, to be furnished separately)			

Note: Please use separate sheets if the space is not sufficient and indicate the column number. Authenticated certificates are to be produced in support of respective items and the bids without the information and documents mentioned above will be rejected without further consideration.

Date:
Place:

Signature of Caterer
along with official seal and address

ADDITIONAL DOCUMENTS TO BE ENCLOSED WITH THE TECHNICAL BID

Photocopy of the following documents:

- a) Catering (from FDA), food outlet & labor license
- b) Municipal license by Public Health Officer
- c) Details about PF/ESIC registration
- d) Balance Sheet - last 3 years
- e) Partnership deed
- f) Shop & Establishment Registration
- g) Municipal Certificate
- h) FSSAI certificate

Please note that bids without the information and documents mentioned above will be rejected without further consideration.

Date:
Place:

Signature of Caterer
along with official seal and address

SCHEDULE B: TERMS & CONDITIONS FOR CATERING

I. Mess Facilities and Maintenance

1. IIT Guwahati provides mess facilities consisting of kitchens and dining halls in all its hostels. The details of the hostels are given in Annexure-1. The caterer has to arrange for catering food in dining halls. Prospective caterer(s) may inspect available facilities with prior appointments.
2. The entire activity of the caterer shall be limited within a marked area (to be notified separately to the successful firms) of the assigned hostel(s) meant for dining, cooking, storing, cleaning, and preparation areas.
3. Each hostel is provided with a block gas connection with attached (empty) cylinders in each hostel. The cooking gas setup will be given to the caterer for proper operation as per capacity, handling, maintenance, and safety.
4. Filling and refilling of these cylinders are the caterer's responsibility at their own cost, as per the Government norms and prices.
5. Each hostel is provided with cooking and serving utensils to be used by the caterer. The caterer is responsible for the upkeep and maintenance of these items. The caterer must return the utensils in good condition at the end of the contract period. In case of any loss or damage, the cost of that particular item at the current market price will be charged from the caterer.
6. Each hostel is also provided with certain kitchen appliances (Grinders, Bain Maries, Burners, Water purifiers, etc.) and furniture (storage racks, dining tables, pest catchers, etc.). The caterer is responsible for the upkeep and maintenance of these items and to return them in good and tenable condition at the end of the contract period. The repair cost due to mishandling and willful damage (except normal wear and tear) or both will be deducted from the security deposit.
7. Monthly cleaning of fixtures (including lights, fans, and other kitchen appliances as suggested by the hostel office) shall be carried out by the caterer, maintaining a record that the hostel office will check.
8. The caterer must make their arrangements for housekeeping of the allotted dining and kitchen area. The kitchen, washing area, and stores shall be maintained neat and clean at all times.
9. Waste disposal is the responsibility of the caterer. Caterer under no circumstances shall dispose of plastic and food waste into the drainage. Disposal bags must be used in trash bins by the caterer at their expense. Non-compliance with proper waste disposal will invite a penalty.
10. The caterer shall not construct or make any structural alterations or install additional fittings inside the workplace premises without prior written approval from the competent authorities.
11. **The following shall be the responsibilities of the caterer regarding hygiene and cleanliness using the specified materials in Table 1:**
 - a) Cleaning and washing of plates, cutleries, and utensils
 - b) Cleaning and maintenance of kitchen appliances
 - c) Keeping the mess premises and surroundings neat, clean and hygienic
 - d) Monthly fumigation/pest control treatment or as per hostel office instructions
12. **IIT Guwahati shall provide the following free of cost to the caterer:**
 - a) Water for cooking, washing, and cleaning.
 - b) Drinking water through water filter-cum-purifiers.
 - c) Electricity for the exclusive purpose of running the mess.
13. The caterer must make every effort to minimize electricity and water usage.
14. The concerned caterers should keep First Aid facilities and provide uniform (trousers, shirt/t-shirt, & safety wear) for their staff.
15. The concerned caterers should Maintain Muster Rolls & Register of wages for their staff.

Date:
Place:

Signature of Caterer
along with official seal and address

II. Catering

1. The caterer shall ensure quality catering, rendered courteously and promptly following the laid down specification.
2. Breakfast, Lunch, and Dinner have to be served as per the menu furnished in Schedule C.
3. **DINING TIMINGS**
 - Breakfast - 07:00 - 09:15 and (08:00 - 10.15 on holidays)
 - Lunch - 12:00 - 14:15 and (12:15 - 14:30 on holidays)
 - Dinner - 20:00 - 22:15 and (20:00 - 22:30 on holidays)

Note: Changes in the proposed timings must be approved by HAB.
4. Type of service: Service of all food items (Self-service on approval from HAB) with a minimum of one counter for every 300 students with a provision for a separate arrangement for the second service accommodating major items viz., Indian bread, rice, etc. as suggested by hostel office.
5. Menu items are specified in Schedule C. In consultation with Mess Management Committee, the caterer has to display a detailed item-wise menu of a particular month by the 25th of the previous month on the hostel mess notice board. A copy of the menu shall be submitted to the Hostel Affairs Board on the same date.
6. The caterer's responsibility is to procure the following items as per the Hostel Management Committee/ hostel office and HAB's specifications.
 - a) branded provisions
 - b) dairy products
 - c) first quality non-veg items
 - d) first quality vegetables and fruits
 - e) cooking gas

Further, the caterer shall arrange for proper storage of the procured items within the space provided.

The caterer shall not use any coloring agents or chemicals like Mono Sodium Glutamate (Ajinomoto) in any dishes or store them in the mess premises. Violations will lead to an instant monetary fine/termination of the contract by the HAB.

7. The caterer shall use only branded raw materials and best quality resources for preparing food (See Table 5). Hostel Management reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the FSSAI norms.
8. The items should be prepared using cleaned and washed raw materials. The cooked food, which is ready to be served, shall be transferred to serving utensils and kept warm and covered under hygienic conditions using specific storing articles provided for the purpose. Serving cold items (except those expected to be served cold) or serving re-heated items are not permitted. Such acts may invite penalty action against the caterer.
9. The caterer must keep the dining area clean by mopping the area with a proper cleaning agent after each meal using the cleaning materials specified in Table 1. The dining tables and benches should also be properly cleaned after every meal using the cleaning materials specified in Table 1.
10. The cooking and preparation areas should be washed after the completion of the activities every day. The caterer shall ensure no water-logging within the premises where the dining, washing, cooking, preparation areas are located and maintain general cleanliness and hygiene using the cleaning materials specified in Table 1.
11. The caterer shall ensure that all the safety precautions are properly taken during cooking and serving. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instruments, fire-fighting equipment, etc., placed at the disposal of hostel mess.
12. Special meals (such as boiled food) should be provided to the hostel boarder hospitalized in the campus hospital. Also, the caterer must supply the special food to the boarder under medical attention in the hostel as per HMC's request.

Date:
Place:

Signature of Caterer
along with official seal and address

13. The caterer's performance will be evaluated by the Hostel Affairs' Board at any moment, using either online or offline survey, during each month on a variety of factors including quality of the ingredients used, the performance of the cooking staff, cleanliness and hygiene, catering quality and punctuality, etc. Non-compliance with any conditions laid out in this document can result in an instant monetary fine/termination of the contract (see Annexure 2).
14. **All hostels' mess will be closed for a day in every month for routine maintenance. The hostel affairs board shall inform the date for closing the mess.**

III. Employees of the Caterer

1. To coordinate the activity for smooth discharge of the services, a manager shall be appointed by the caterer for each hostel, who will supervise the preparation of food, serving in the dining hall, and all aspects of hygiene, and in short, all aspects of catering.
2. The caterer shall appoint the required working staff in a mess according to Table 2 and display their details (Name, Designation, Category, Photograph) in the mess notice board with their approval signature and seal. The caterer shall also submit the details to the Institute security section through Hostel Affairs Board. The minimum educational qualification for the mess manager is a bachelor's degree in any discipline. The head cooks should have at least five years of experience in cooking food on a large scale.
3. The caterer shall appoint a Head Cook, who can lead the cooking staff from the front by setting, adopting, and delivering the highest culinary standards during the preparation of various dishes mentioned in the menu by the respective hostel Mess Management Committee (MMC). The caterer shall also enclose the certificate of the Head Cook showing the details of their previous rank/grade, experiences and performance levels under various hotel/catering management.
4. The caterer shall appoint cooking staff and the Head cook and other staff, as per the requirement, for satisfactory and quality catering.
5. The caterer of the girls' hostel shall preferably employ female working staff in the dining halls.
6. Employment of child labour defined as per relevant laws is strictly prohibited. The caterer shall maintain a register with the name, age, and address of all the employees working at a given time and inform the HMC and Hostel Affairs Board. The caterer shall report any changes in the employees to HMC and Hostel Affairs Board.
7. The caterer shall issue a photo identity card to each employee, as per the format prescribed by IIT Guwahati. A copy of the same shall be submitted to the Hostel Affairs Board.
8. The staff posted on duty should always bear a clean appearance, complete in uniform, and carry a photo identity card issued by the caterer. The shirts should be printed prominently with the name of the hostel on their back. They should also wear the necessary hand gloves and caps/hairnet in the kitchen and service areas.
9. The caterer shall be responsible for the proper conduct and behavior of the employees engaged.
10. Smoking, consumption/distribution of alcohol, and pan and gutka are strictly prohibited in the IITG campus.
11. The caterer should ensure that all employees are free of infectious diseases. Medical certificates to this effect should be available for inspection by the authorities.
12. All expenses related to the functioning of the employees engaged by the caterer shall be borne by the caterer. Caterer shall not charge more than 50% of the food price excluding wages to the employees for availing food.
13. The caterer is solely responsible for paying minimum wages, ESI, and EPF for their employees as per the Government of Assam and Gol norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities.
14. IIT Guwahati may provide dormitory accommodation to the registered staff members of the team. It is the caterer's responsibility to maintain the premises of the allotted accommodation neat and clean at all times.

Date:
Place:

Signature of Caterer
along with official seal and address

15. The activities of the employees of a caterer will be restricted to the designated areas, viz. the mess in which they are working and the accommodation provided to them. They require prior permission of the competent authority to enter any other places of the campus.

IV. General Terms and Conditions

1. The rates stipulated in the contract will hold well till the end of the contract.
2. The food cooked in the dining facility shall not be served in other places inside/outside the campus. Also, the food cooked outside the given facility shall not be served in the hostel mess. Raw material stored in a mess should be used exclusively for the student dining facilities in the IIT Guwahati campus.
3. When circumstances warrant, the caterer shall cater for an additional number of students/staff members, as requested by the Hostel Management at short notice.
4. The caterer shall not assign, sublet or part with the possession of the premises and properties of IIT Guwahati therein or any part thereof under any circumstances. Any deviation from this clause may invite immediate termination of the contract.
5. A Security Deposit (SD) as per the following table for each hostel mess is to be deposited by the caterer in the form of a demand draft drawn in favor of "Hostel Affairs Board, IIT Guwahati" payable at Guwahati, to execute the contract document at the beginning of the contract period. No interest is payable on the Security Deposit.

Hostel Mess	Security Deposit Amount in Rs.
Category 1 (300 seater)	3 Lakhs
Category 2 (500 seater)	5 Lakhs
Category 3 (1000 seater)	8 Lakhs

6. During the vacation periods of IIT Guwahati, the Hostel Affairs Board may decide to reduce the strength of any hostel mess or to close any hostel mess completely, according to the need and convenience of the students and other users.
7. Serving extra/optional items (see Schedule C) is an obligation of the caterer without expecting any minimum number of subscriptions.
8. Periodic or every month, each student shall subscribe to any one of the messes of choice in the hostels of IIT Guwahati, as per the regulations of the Hostel Affairs Board.
9. In case of any rightful dues (such as claim, penalty etc.) the caterer should deposit the amount in due time, failing which stern action may be initiated, leading to further penalties, including termination of the contract and recovery of the amount due from the security deposit.
10. The Hostel Affairs Board, IIT Guwahati, reserves the right to review and modify the terms and conditions at any time.
11. All disputes or differences between the firm and IIT Guwahati, related to the contract will be settled by arbitration as per the Indian Arbitration, and Conciliation Act, 1996 and shall be binding for all purposes.
12. The decision of IIT Guwahati will be final in awarding the contracts.

I/We agree to the above terms and conditions of the catering.

Date:
Place:

Signature of Caterer
along with official seal and address

SCHEDULE C: MENU, SUBSCRIPTION SYSTEM and PAYMENT TERMS

. I. Basic Menu 1	
1.	Breakfast, lunch, and dinner shall be served on all operational days in unlimited quantity on a buffet spread.
2.	<p>Breakfast: There should be two choices for breakfast. A student shall choose any one of the below two choices on a particular day -</p> <p>Choice (1): One among the following indicative items shall be served on a particular day. The schedule of the items for a week/month shall be decided by the hostel mess management committee (MMC) in consultation with the caterer. (i) Varieties of Paratha, Green Chutney, Sauce, Pickle (ii) Idli, Sambar, Ground Nut and Coconut Chutney (iii) Masala Dosa, Sambar, Ground Nut and Coconut Chutney (iv) Poha, Yellow Peas Curry (v) Chow Mein, Sauce (vi) Uttappam, Sambar, Ground Nut and Coconut Chutney (vii) Poori, Subji (viii) Maggi (Plain & Fried), Sauce (ix) Rawa Upma, Ground Nut and Coconut Chutney (x) Dalia</p> <p>Choice (2): Wheat Bread with 20 grams of butter and Fruit Jam, along with tea.</p> <p>The breakfast will include one banana daily. Sprouts should be provided in the daily breakfast. Sprouts (normal and boiled) must contain three items (Peanut, Gram, Mung Bean) each of which should be available separately.</p>
3.	<p>Lunch and Dinner: All the following items shall be served in both lunch and dinner.</p> <p>(a) Indian Bread (Plain/Butter Wheat Roti) (b) Plain Rice (c) Seasonal Vegetable (d) Tadka Dal (Rajma/Moong/Masoor/Arahar/Chana) (e) Sambar/Rasam/Chutney (f) Lemon, Onion, Chilly & Mixed Pickle (g) Green Salad</p> <p>Apart from the above, the following items shall be served twice a week:</p> <p>(i) French Fries (ii) Jeera-Rice/Lemon-Rice (along with Plain Rice) (ii) Papad (iv) Raita/Buttermilk.</p>
4.	The daily rate of food for Basic Menu 1 is Rs. 88/- per day (exclusive of taxes and overhead).
II. Basic Menu 2	
1.	<p>Breakfast:</p> <ul style="list-style-type: none"> ● One Main Dish (Decided by MMC in consultation with the caterer. Varieties of Paratha, Green Chutney, Sauce, Pickle (ii) Idli, Sambar, Ground Nut and Coconut Chutney (iii) Masala Dosa, Sambar, Ground Nut and Coconut Chutney (iv) Poha, Yellow Peas Curry (v) Chow Mein, Sauce (vi) Uttappam, Sambar, Ground Nut and Coconut Chutney (vii) Poori, Subji (viii) Maggi (Plain & Fried), Sauce (ix) Rawa Upma, Ground Nut and Coconut Chutney (x) Dalia) ● Egg Omelet/Egg bhurji/ Boiled Egg – (For Non-Veg) OR Veg Paneer Bhurji/Corn chat/Peanut Chat - (For Veg) (3 Days Veg Paneer Bhurji, rest 4 days Corn Chaat/Peanut Chat/Any other protein rich item on consultation with MMC) ● Bread- Butter- Jam (20 grams) ● Sprouts (normal and boiled, must contain three items (Peanut, Gram, Mung Bean) each of which should be available separately. To be served with Onion, Tomatoes, Green chilly) ● Tea/Coffee/Milk (All three will be served, boarder is allowed to take any one) ● Fruit (Banana or Seasonal)
2.	Lunch: Along with the Basic Menu 1 items, 100 gm of Curd and Buttermilk/Raita should be served all days during lunch. A boarder can choose any one item.
3.	Dinner: Along with the Basic Menu 1 item, Chicken/Fish/Paneer dish, Veg Biryani, and one Sweet/Dessert (prepared by the caterer in the hostel mess) shall be served two times in a week.
4.	The daily rate of food for Basic Menu 2 is Rs. 109/- per day (exclusive of taxes and overhead).

Date:

Signature of Caterer

Place:

along with official seal and address

III. Live Counter	
1	A live counter shall be operated during the mess timings and is to make and serve the following indicative items upon demand by the students, on an extra payment basis.
2	Mandatory Items: The following items must be made available to every student against extra payment. Breakfast: (i)Milk (Tetra Pack) (ii) Tea (iii) Coffee (iv) Boiled Egg (v) Butter Lunch and dinner: (i) Packed Curd (ii) Omelet (iii) Special Dish
3	Optional Items: In consultation with the MMC, the caterer may serve additional items. An indicative list is as below: (i) Chicken (ii) Fish (iii) Mutton (iv) Corn Flakes (v) Sweet Dish (vi) Egg Curry (vii) Scrambled Egg (viii) Vegetable Fried Rice (ix) Egg Fried Rice (x) Scrambled Paneer.
IV. Pay & Eat	
The caterer must use the coupons provided by the hostel office through HAB. Payment should be received electronically by the caterer following the distribution norms of the HAB.	

IV. Gala Dinner	
1	The caterer has to provide two Gala Dinners per year (one on Hostel day and another on Diwali/ as per HMC).
2	The food rate for Gala Dinner is Rs. 150/- (exclusive of taxes). This will be paid in addition to the basic menu food rate for the day. Menu for the gala dinners will be proposed by the MMCs in consultation with HAB.
V. General Guidelines	
1	Green Salad must contain at least three different vegetables (in equal proportion) and should be given separately.
2	Frozen Peas shall be used only in case of fresh Peas is not available.
3	As per the preference of students, Dal may be mixed with some vegetables.
4	Dish served with a mixed seasonal vegetable, the quantity of vegetable mixture will be decided by MMC.
5	The prices, respective quantities and schedule of live counter items shall be decided in consultation with the MMC and with the approval of Hostel Affairs Board (HAB).
6	Caterer must provide electronic payment facility for live counter and pay & eat facility.
7	The caterer should ensure that food is not taken outside the dining premises by subscribers. Failure to ensure this will lead to punitive action.
8	HAB reserves the right to opt out any menu plan (from the two the menus) as per its convenience.
VI. Payment Details	
1.	The Hostel Management ensures payment of 80% of food bill and 100% of overheads of each month's bills within the first 12 days of the following month to the caterer. The balance 20% of each month's food bills shall be settled before 25th of the following month subject to (i) the performance evaluation of the caterer as per Annexure 2, after appropriate deduction as applicable and (ii) submission of a proof of statutory dues payment.
2.	The wages as per Table 2 will be paid as overhead (based on attendance).

Date:

Place:

Signature of Caterer
along with official seal and address

Table 1: Permissible Brands

Sl.No.	Items	Brands
1	Salt	Tata/ Aashirvaad/ Nirma Shudh
2	Spices	Catch/ MDH/ Everest/ Dzure
3	Ketchup	Maggie/ Kissan/ Everest
4	Mustard Oil	Fortune/ Dhara
5	Pickle	Priya/ Sun Grow/ Nilons
6	Wheat flour	Aashirvaad/ Laxmi Bhog/ Patanjali
7	Noodles	Nestle/ Chings
8	Butter	Amul/ Mother Dairy/ Nutralite
9	Bread	Britannia/ Harvest Gold/ Bonn
10	Jam	Kissan/ Tops/ Surabhi
11	Ghee	Amul/ Mother Dairy/ Annapurna
12	Shrikhand	Amul/ Milky Mist
13	Milk	Amul/ Mother Dairy/ Purabi
14	Paneer	Amul/ Sudha/ Nandini
15	Tea	Tata/ Red Label/ Wagh Bakri
16	Coffee	Nescafe/ Bru
17	Ice-Cream	Amul/ Kwaliti Walls/ Wadilal
18	Soya	Fortune/ Nutrella/ Saffola
19	Frozen-Peas	Fresho/ Indine/ Patwa
20	Cheese	Amul/ Mother Dairy/ Gowardhan
21	Rice	Fortune Rozzana Basmati/ Laxmi Bhog/ Sona Masoori
22	Packet Curd	Amul/ Mother Dairy
23	Washing material	Vim/ Pril/ Presto/ Colin
24	Cornflakes	Kellogg's/ Barry's
25	Jaggery	24 Mantra/ Star 555
26	Honey	Saffola/ Dabur/ Patanjali
27	Vermicelli	Bambino/ Manna rice Sevai
28	Pasta	Bambino Penne/ Colavita Fusilli
29	Vegetable Oil	Saffola/ Oleev/ Rice Bran
* Brands in Bold formatting are preferred. The caterers shall consult HMC for replacing the brand.		

The use of Hydrogenated (Vanaspati) oil is prohibited.

In the case of specific brands for any other items not mentioned in the contract (or) unavailability of the brands in the market mentioned in the above Table 1, the caterer can use any other **FSSAI** approved brands (except 23) only if permitted by the Hostel Affairs Board, in writing.

I/We agree to the above terms and conditions specified.

Date:
Place:

Signature of Caterer
along with official seal and address

Table 2: Details of Working Staff in the mess

Category	Strength required in various hostels			Total
	Category 1	Category 2	Category 3	
Highly skilled	1	1	2	16
Skilled	2	2	3	29
Semi-skilled	3	4	7	57
Un-skilled	12+1[For Service]	15+1[For Service]	28+2[For Service]	238
Total Strength of the Working Staff	19	23	42	340

HAB reserves the right to adjust/change the mess staff strength depending upon the modality of mess operation.

*The caterer shall decide the worker's leave schedule in consultation with the MMC.

Date:
Place:

Signature of Caterer
along with official seal and address

Hostel Category

S. No.	Name of the Hostel Mess	Category	Strength* (Approximate)
1	Barak	2	500
2	Brahmaputra	3	1000
3	Dhansiri	2	500
4	Dihing	1	300
5	Kameng	2	500
6	Kapili	1	300
7	Manas	1	300
8	Siang	1	300
9	Subansiri	2	550
10	Umiam	2	500
11	Lohit	3	1000
12	Disang	3	1000
13	Dibang	1	250

***students' strength may vary subject to the new admission**

Hostels Subansiri and Dhansiri are girls' hostels, and all others are boys' hostels. It should be noted that if a caterer is selected for providing catering for more than one mess, the caterer must have SEPARATE AND INDEPENDENT setups one for each of the messes.

Date:
Place:

Signature of Caterer
along with official seal and address

Mess Feedback Model and Assessment form

Hostel Affairs' Board will collect the student feedback based on Table 3 and Table 4, and evaluate the performance of the catering every month.

Table 3: Model Feedback for Evaluation

Category	Description	Weight Factors	Points (p)				
			Very Good	Good	Average	Poor	Very Poor
			5	4	3	2	1
a	Uniform and Punctuality	1					
b	Cleanliness and Hygiene	3					
c	Waste Disposal	3					
d	Quality of Ingredients	4					
e	Overall Satisfaction - Breakfast	3					
f	Overall Satisfaction - Lunch	3					
g	Overall Satisfaction - Dinner	3					

$$\text{Overall Performance Index (O.P.I.)} = \left(\frac{(ap) + (bp) + (cp) + (dp) + (ep) + (fp) + (gp)}{20} \right)$$

1. The hostel MMC shall provide the points for a, b, c and d.
2. The points for e, f, and g will be computed by averaging subscriber feedback.
3. The feedback should be collected from at least 35% of the total number of subscribers.
4. The HMC will formulate recommendations based on feedback points.
5. The indicative set of actions corresponding to the points obtained in the performance evaluation is listed in Table 4 below.

Table 4: Overall Performance Index (OPI) based actions

Sl. No.	O.P.I	Recommended Action
1	3.50 – 5.00	Nil
2	2.50 – 3.50	Warning
3	2.00 – 2.50	5% deduction of monthly food bill with Warning
4	1.50 – 2.00	15% deduction of monthly food bill with Warning
6	< 1.50	Termination of Tender

I/We agree to the above terms and conditions specified.

Date:
Place:

Signature of Caterer
along with official seal and address

ASSESSMENT OF THE MESS CATERING SERVICE

Month: _____

Hostel: _____

Category	Description	Weight factors	Avg./Mean from feedback
a	Uniform and Punctuality	1	
b	Cleanliness and Hygiene	3	
c	Waste Disposal	3	
d	Quality of Ingredients	4	
e	Overall Satisfaction - Breakfast	3	
f	Overall Satisfaction - Lunch	3	
g	Overall Satisfaction - Dinner	3	
Overall Performance Index (O.P.I) = $\left(\frac{(ap)+(bp)+(cp)+(dp)+(ep)+(fp)+(gp)}{20} \right)$			

Recommendation by the HMC based on the feedback obtained:

Signature of Convener, MMC

Signature of General Secretary with Date

Signature of Hostel Office

Signature of Warden with Date

Date:
Place:

Signature of Caterer
along with official seal and address

Complaints and Penalties

Any complaint against the catering service by any of the subscribers needs to be lodged through the MMC convener, or the person she/he authorizes, in written form with specific details and supporting evidence(s) (sample, photograph, etc.). After her/his assessment and evaluation, the MMC convener shall forward the complaint to the HMC. After due deliberation, the HMC shall issue a show cause notice to the caterer and obtain a written explanation, duly signed. The HMC shall then forward the complaint with relevant recommendation(s) to HOSTEL AFFAIRS BOARD for further action. A few of the standard penalties are listed below in Table 5.

Table 5: Standard Penalty Terms

Sl. No.	Basis	Penalty
1.	Presence of unwanted items in food: • Harmful items (e.g., metal, plastic, glass, foreign material, insects, flies, etc.)	Up to Rs. 88/- and 109/- or both times the number of subscribers of the menu
2.	Use of stale/spoilt/harmful ingredients, e.g., rotten vegetables, infected grains etc.	
3.	Deterioration in the quality of the food due to: • Partially cooked(boiled/fried) items (e.g. rice, dal, vegetables, pakoda, roti, puri, etc) • Inadequate usage of ingredients (blunt dal, excessive potatoes, etc)/ insufficient serving of food)	
4.	Use of the brands not mentioned in Table 1.	Rs. 5,000 to Rs.20,000/-
5.	Improper Waste/Garbage Disposal in Kitchen area and its surroundings.	Rs. 5,000
6.	Adulteration of food by prohibited coloring agents or synthetic colors, mono-sodium glutamate (Ajinomoto) or by any other means/Use of expired product.	25% of monthly food bill
7	Proven cases of food poisoning (established by the Institute Hospital)	Termination
8	Using non-utensil washing detergent	Rs. 10,000/-

I/We agree to the above terms and conditions specified.

Date:
Place:

Signature of Caterer
along with official seal and address

Clauses for termination of the contract

Notwithstanding the other clauses in the tender document that can lead to contract termination, the following situations listed below can also lead to a termination of the contract.

1. Three warning notices in 3 months (consecutive/non-consecutive) regarding not serving the mandatory optional items during breakfast, lunch, and dinner or both will act as sufficient grounds to terminate the contract.
2. Three warning notices in 3 months (consecutive/non-consecutive) period regarding not serving the items listed under the Live Counter section in Schedule C. of this tender document during either breakfast, lunch and dinner or both will act as sufficient grounds for terminating the contract.
3. Violating the Gol labour wage and employment laws will lead to termination of the contract, and the **caterer will be blacklisted for 5 years.**
4. Four warning notices in 4 months (consecutive/non-consecutive) period regarding not maintaining the proper cleanliness inside the kitchen will be sufficient for terminating the contract.
5. Proven cases of food poisoning (established by the Institute Hospital)

I/We agree to the above terms and conditions specified.

Date:

Place:

Signature of Caterer
along with official seal and address

Form-1

Your Ref. No:

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

Bid Security Declaration Form

To

The Joint Registrar & (HoS)
Students' Affairs Section
IIT Guwahati

I/We/M/s(name) submitted the bid against the respective NIQ No..... declare that, if, I/ We / M/s.....gets selected to provide Mess Service/ Canteen/ Dual Canteen/ Stationery/ Juice Center [strike off which is not applicable] in Hostel, I will submit the security deposit as mentioned in the Tender Document within One month of receiving the offer letter. we understand and agree that, if the security money is not deposited within stipulated time, our firm will be debarred for the period of five years for further bidding of any tender of your Institute. Further, we agree that, your Institute is at liberty to intimate this debarment to all departments/organization of government and governmental organizations.

Yours faithfully,

(Signature of the Bidder)

Name and designation of the officer
Seal, name & address of the Organization