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**IIT DHARWAD**

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INDIAN INSTITUTE OF TECHNOLOGY DHARWAD  
PERMANENT CAMPUS (PC), CHIKKAMALLIGAWAD  
DHARWAD 580 011, KARNATAKA

## **TENDER FOR PROVIDING CATERING SERVICES AT MESS 1 AND MESS 2 AT IIT DHARWAD CAMPUS**

**Tender Reference Number: IITDH/C&S/2025-26/Mess/01**

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## 1. Notice Inviting Tender (NIT) (E Procurement Mode Only)

Indian Institute of Technology Dharwad (IIT Dharwad), an Institute of National Importance established by an Act of Parliament in 2016, invites bids under a two-bid system (Technical Bid & Financial Bid) from reputed caterers/food service providers for providing Mess Management Services at two student hostels located on the IIT Dharwad campus.

IIT Dharwad intends to engage **two separate caterers**, one for **Mess 1** and one for **Mess 2**, each serving a minimum of **750 resident students during the regular semester**, covering an approximate total of **1,560 resident students**. Four meals be provided per day/per student i.e. breakfast, lunch, snacks, and dinner. The detailed scope of work, service requirements, and specifications are provided in the annexed schedules.

The tender document can be downloaded from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app> or The Institute website <https://www.iitdh.ac.in/tenders>

The bid is to be submitted online only through the E-procurement portal of <https://eprocure.gov.in/eprocure/app> up to the last date and time of submission of tender. No other mode of bid submission will be accepted. The bids should be submitted under the two-bid system, i.e, **T**echnical bid and **F**inancial bid.

The tentative tender schedule is given below:

Tender Type	Open Tender
Tender Category	Services
Tender Publishing Date on the Website	5 <sup>th</sup> November 2025
Pre-Bid meeting Date and Time	18 <sup>th</sup> November 2025 at 02:30 PM
Pre-Bid meeting Venue & Site visit	Contracts and Services Meeting Hall (NW 04), Administrative Block, Permanent Campus, IIT Dharwad
Bid Submission Start Date	5 <sup>th</sup> November 2025
Clarification Start Date	5 <sup>th</sup> November 2025
Clarification End Date	18 <sup>th</sup> November 2025
Bid Submission End Date	27 <sup>th</sup> November 2025
Bid Opening Date	28 <sup>th</sup> November 2025
Bid Validity Period	90 Days
Estimated Tender Value	₹ 4,30,00,000 per mess
EMD / Bid Security	₹ 8,60,000 (02% of the Estimated Value)
Security Deposit / Performance Security	05% of the Contract Value
Contract Period/Duration of the Contract	One Year. Initially, the Contract will be awarded for one year, extendable for two more years on a year-by-year basis or for the required period, with the approval of the Competent Authority, subject to satisfactory performance of the Service Provider and students' feedback. (Extension of the contract is not binding on the Institute)]
Contact details for any query	<a href="mailto:cs.office@iitdh.ac.in">cs.office@iitdh.ac.in</a> and <a href="mailto:arcs@iitdh.ac.in">arcs@iitdh.ac.in</a>

Sd/-  
Assistant Registrar  
Contracts & Services, IIT Dharwad

## 2. GENERAL INSTRUCTIONS TO BIDDERS

1. The bidders are required to submit their bids (soft copies electronically) on the CPPP Portal, using valid Digital Signature Certificates. No other mode of submission of bids will be considered for evaluation, For more information for submitting online bids is available on the CPP Portal at: <https://eprocure.gov.in/eprocure/app>. Bids not accompanied with right amount of EMD are liable to be rejected.
2. **Technical Bid** : All the pages of the tender document (**except the price bid format**) along with the necessary supporting documents (Annexures) must be duly filled, stamped and signed by the authorized signatory and uploaded as part of the Technical Bid.
3. **Financial Bid** : The financial bid as per the format, should be duly filled, stamped and signed by the authorized signatory of the agency/firm/company and uploaded in the financial Bid.
4. The bidder must agree with all the terms and conditions of the tender document unconditionally without any alterations.
5. All prospective BIDDERS who have downloaded the bidding document may visit CPPP/IIT DHARWAD website for amendments/corrigendum's which will be binding on them.
6. IIT DHARWAD will not be responsible for delayed / late bids submitted or due to any technical reasons.
7. Mere submission of information does not entitle the bidders to meet the eligibility criteria. IIT DHARWAD reserves the right to verify and vet, any or all the information submitted by the bidder.
8. The seller shall not sublet, transfer, assign or otherwise part with the acceptance to the tender or any part thereof, either directly or indirectly, without the prior written permission of the Purchaser/Institute.
9. In the event of breach of any of the terms & conditions of the Contract or bidders negligence, delays or fails to perform the Contract, IIT DHARWAD reserves rights to forfeit the Performance Security.
10. The penalty for non-adhering to the terms and conditions will be as per **Annexure- 6** attached.
11. In the event of any dispute over this Contract, decision of the institute shall be final and binding.
12. IIT DHARWAD reserves the right to extend the bid submission end date, validity period, change any critical dates if an unforeseen situation arises.
13. The bidders shall not include or disclose any price information in the Technical Bid. Any Technical Bid found to contain price details will be summarily rejected without further consideration.
14. This procurement will be carried out under the provisions of the Integrity Pact. The bidders will have to upload along with their offer, the duly filled-in, signed and stamped (on each page) Integrity Pact on plain paper as per the format enclosed failing which their offer may not be considered. The tenderer should sign and stamp all pages of the Integrity Pact with the name and designation of the signatory and witnesses on the last page of the Integrity Pact.
15. No revision in the terms and conditions quoted in the bids will be entertained after the due date and time fixed for receipt of tenders.

**3. MINIMUM ELIGIBILITY CRITERIA OR PRE-QUALIFICATION CRITERIA**

<u>Sl. No.</u>	<u>Criterion</u>	<u>Documents to be provided</u>
1)	The bidder shall be a firm/ company/ partnership/ proprietorship firm registered under the Indian Companies Act/Shops and Establishments Act, having their registered office in India.	Copy of Certificate of incorporation and Partnership Deed. (As the case may be)
2)	The bidder should be in the catering business for not less than three (3) years before the last date of bid submission. Bidders should have experience in large reputed educational institutions, preferably, IITs, NITs, IITs, IISERs, IIM, NISERS, AIIMS, Central Universities / Educational Institutions of high repute. Bids of firms which are not in existence/catering business for 5 years as mentioned above shall not be considered. <b>The number of diners at a time must be at least 500 for one year in at least one Institute/Organization.</b>	Work order with satisfactory services/relevant experience certificate from the organization.
3)	Bidder should have a minimum average annual turnover of <b>5,00,00,000/- (Five Crore)</b> in the last three years, exclusively from providing catering services (FY 2022-23, 2023-24, 2024-25). For this purpose, the last financial year would be considered as the one ended on 31.03.2025 and not any later period.	To be certified & validated by Chartered Accountant (CA) of the bidder's organization with name of CA, registration number, signature and stamp. In case of failure to submit aforesaid documents, bids will not be considered.
4)	The bidder is required to submit license of his firm for running canteen / mess obtained under FSSAI act along with technical bid.	FSSAI License for running mess/catering services
5)	Bidder should be registered with Income Tax and Goods & Service Tax departments	(a) Copy of PAN Card (b) Copy of Goods & Service Tax registration certificate in respect of Providing Catering Services
6)	Bidder should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts, or any other Labor authorities including under the Contract	(a) Self-Attested copy of the Employee Provident Fund registration letter / certificate. (b) Self-Attested copy of the Employee State Insurance registration letter / certificate.

	Labor (Regulation and Abolition Act) and should have a valid Labor License.	(c) Self-Attested copy of the labor License
7)	The bidder or any of its partners/directors etc. should not have been blacklisted/debarred by any of the government Contractor or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations.	Self-Declaration in the format as per <b>Annexure - 2</b>
8)	The bidder must execute the <b>Integrity Pact</b> .	As per the <b>Annexure - 9</b> attached. In case of failure to submit the document or incomplete/ faulty documents, <b>bids will not be considered.</b>
9)	The bidder must GO THROUGH COMPLETE TENDER DOCUMENT, accept all the scope of work, terms, and conditions, and submit the Tender Acceptance form.	Self-Declaration in the format as per <b>Annexure - 5</b>
<b>Note:</b> - Any firm/bidder not fulfilling any of the above-mentioned criteria duly supported by the respective documents shall be outrightly rejected and the bid shall not be considered for further evaluation.		

### 3.1. Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### 3.2. Earnest Money Deposit (EMD)/ Bid Security

- a. The bidder shall deposit Earnest Money Deposit (EMD) of **₹ 8,60,000/- (Rupees Eight Lakh Sixty Thousand Only)** in the form of Demand Draft from any of the Nationalized Commercial Bank drawn in the favour of 'The Registrar, IIT DHARWAD' payable at DHARWAD **to be submitted along with Technical Bid failing which, bid will be Rejected.** No interest will be paid on the EMD submitted.

- b. The Copy of the EMD should be submitted online along with technical bid and the DD should be sent to Contract & Services Office, IIT DHARWAD by post/courier/by hand the EMD should reach the office within 5 working days from the last date of the bid submission any delay from the Bidder for submission of EMD will not be considered and bid submitted without EMD will be rejected.

OR

- c. The EMD can be submitted to the Institute's Bank Account. The details of the bank account are given below for your reference. The bidder should submit the payment proof in the technical bid. No interest will be paid on the EMD submitted.

Beneficiary Name: Registrar, IIT Dharwad.  
Account No.: 35636327083  
IFSC No.: SBIN0064954  
Name of Bank: State Bank of India.  
Bank/Branch: IIT Dharwad Campus Branch.

- d. MSE (Micro and Small Enterprises) who have valid Udyam registration Certificate and verified startups as recognized by the Department for Promotion of Industry and Internal Trade (DPIIT) are Exempted from submitting the EMD, the relevant document to avail exemption is to be submitted in lieu of EMD along with the bid security declaration as per **Annexure - 8** in the technical bid. Exemption from submission of EMD against valid and relevant NSIC/MSE Certification is permitted, however it shall be subject to scrutiny by the IIT DHARWAD and if during scrutiny, it is found that the NSIC/MSE Certificate is invalid and/or irrelevant, then that bid is liable to be rejected as “not-accompanying EMD”. Therefore, Bidders claiming exemption from EMD/Bid Securing Declaration against NSIC/MSE certificate, should ensure the same carefully, while submission of their bids. **In other words, NSIC/MSE Certificate for catering related services will be considered as valid for exempting EMD.**
- e. Exemption for only EMD will be provided to the MSE and Startups, **no exemption for prior turnover and prior experience will be provided as the services are related to the health of the students/diners of the Institute.**

Contractor/Bidder having annual turnover of INR 500 Crore or more, at least in one of the past three completed financial year(s) are exempted from submitting the EMD, the Bidder should submit the Annual Turnover Certificate issued by the authorized CA firm on its letter head to avail exemption in lieu of EMD along with the bid security declaration as per **Annexure - 8** in the technical bid.

**The Bidders who wants/wishes to avail the exemption from submitting the EMD should submit the bid security declaration as per Annexure - 8 along with the relevant documents to avail the exemption from submitting the EMD, The bids**

**submitted without requested document will not be considered for evaluation and no further correspondences in this regard will be entertained.**

- f. EMD of unsuccessful Bidders will be returned after 30 days after the Completion of the Technical Evaluation. The EMD will be valid for 45 days from the last date of bid validity period. For the successful Bidder, EMD will be returned after submission of the Security Deposit (Performance Security).

### **3.3. Security Deposit/Performance Security**

- a. The successful bidder has to submit **05 % (Five) of the Contract Value as a security deposit** in the form of Insurance Surety Bond/ Account Payee Demand Draft/ Fixed Deposit Receipt from a Commercial/nationalized bank, Bank Guarantee [including e-Bank Guarantee] from a Commercial/Nationalized bank which shall be valid for the Contract period plus sixty days and will be retained with IIT DHARWAD till sixty days beyond the expiry/termination of Contract no interest will be paid from IIT DHARWAD on Security deposit. The security deposit should be submitted within 15 days from the date of receipt of the Contract. The security deposit should be drawn in favor of Registrar, IIT DHARWAD.
- b. Performance Security/Security Deposit will be returned after two months from the date of expiry of the Contract. The validity of PBG should be of 14 months from the starting date of Contract. In case, the Contract is further extended beyond the initial period, the Security Deposit will have to be extended/renewed accordingly by the successful bidder as per the renewed Contract Value.
- c. Bid Security submitted by the Bidder shall be forfeited, if the Bidder:
  - i. Withdraws or modify or impairs or derogates from the bid in any respect within the period of validity of its bid; or
  - ii. If it comes to notice that the information/documents furnished in its bid is false, misleading or forged; or
  - iii. Fails to furnish requisite performance security within stipulated time required as per e-bid / RA conditions.
- d. If the Contractor breaches any terms and conditions of the agreement which is deemed to be serious by the Institute/the services rendered are found unsatisfactory, its security deposit may be forfeited either in part or in full as the Institute may deem appropriate, at its discretion.

### **3.4. PRE-BID MEETING & SITE VISIT:**

Tenderers shall try to attend the pre-bid meeting in person on **18.11.2025 at 2:30 PM** in Contract and Services Office Meeting Room (NW 004) Administration Block, Permanent Campus, Chikkamalligawad IIT DHARWAD 580 011, Karnataka. Those who want to attend the pre-bid meeting must register for the same. The Google Meet link will be shared with the interested bidders to participate in the Pre-bid meeting.



There will be a Pre-Bid Meeting in hybrid mode (Online and Offline) with the Committee for interested bidders and site visit (only Offline). The Bidders are advised to attend the pre-bid meeting and understand the requirements of the Institute, and submit the bid after thorough understanding.

For Online participants, it is instructed to send the request mail to: [cs.office@iitdh.ac.in](mailto:cs.office@iitdh.ac.in) at least 24 hours before the scheduled Prebid meet to participate in the Pre-bid Meet.

**Authorization to attend the pre-bid meeting:** The Bidder or his representatives should bring the authorization letter to attend the pre-bid meeting from the head of the organization/firm or from the authorized signatory, for online participants the Authorization letter should be sent via E-mail to [cs.office@iitdh.ac.in](mailto:cs.office@iitdh.ac.in). The link to attend the pre-bid will be shared after verifying the authorization letter.

The bidders are instructed to send their queries via E-mail to : [cs.office@iitdh.ac.in](mailto:cs.office@iitdh.ac.in) at least 24 hours before the pre-bid meet starting time so as to address the queries with adequate information, the decision of the Committee will be treated as final for any queries raised.

The bidders can Visit the site of operation after the Prebid meeting if they wish to visit with the approval of the Institute authorities and following security procedures.

The agenda of the pre-bid meeting is as follows:

- (a) Elaboration of terms and conditions and procedure of selection.
- (b) Response to the queries raised by the bidders.
- (c) Inspection of facilities and Kitchen of Permanent Campus Mess IIT DHARWAD.
- (d) Any other activity as deemed necessary by the Committee.

The Bidders are advised to visit the site of Work, at their own cost, and examine it and its surroundings by themselves, and collect all information that they consider necessary for proper assessment of the prospective assignment before submitting the bid.

Any modification of the bidding documents/Tender document that may become necessary as a result of the Pre-bid meeting shall be made known to all the bidders by issuing a corrigendum. The bidders should consider all the corrigendum published before submitting the bid.

### **3.5. Registration:**

- a. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- b. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d. Upon enrollment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.),

with their profile.

- e. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- f. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **3.6. Searching For Tender Documents:**

- a. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- b. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.

The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

### **3.7.Preparation for Bids:**

Bidders must consider all corrigenda published before submitting bids.

- a. Bidders should carefully review the tender notice and document to understand the required submissions, cover structure, and document formats. Deviations may lead to rejection.
- b. All bid documents should be prepared in advance in the prescribed formats (PDF/XLS/RAR/DWF/JPG) and preferably scanned at 100 dpi (B/W) to minimize file size.
- c. Standard documents (e.g., PAN, annual reports, auditor certificates) may be uploaded in "My Space" / "Other Important Documents." These can be directly attached during bid submission to save time.

Note: *The "My Documents" space serves only as a repository to simplify uploads; documents stored there are not automatically included in the Technical Bid.*

### **3.8. Submission of Bids:**

- e. Bidders must log in early to ensure timely submission before the deadline; delays will be the bidder's responsibility.
- f. All required documents must be digitally signed and uploaded individually as specified.
- g. Select "Offline" as the payment option for tender fee/EMD and enter instrument details.

- h. EMD should be prepared and submitted per tender instructions. The original instrument must reach the official concerned before the deadline. Uploaded and physical details must match; discrepancies will result in rejection.
  - i. Financial bids must be submitted only in the prescribed BoQ format. Bidders should fill only the white (unprotected) cells, save without renaming, and upload. Any modification of the BoQ format will lead to rejection.
  - j. Server time displayed on the bidder's dashboard will be the official reference time for all activities.
  - k. All uploaded documents are encrypted using PKI and SSL (128-bit) technologies to ensure confidentiality and can only be accessed by authorized bid openers after the due time.
  - l. After clicking "Freeze Bid Submission," a confirmation message and bid summary (with bid number, date, and time) will appear.
- IX. Bidders must print and retain the bid summary as proof of submission.

### **3.9. Assistance to Bidders**

- a. Queries regarding tender content or terms should be addressed to the Tender Inviting Authority or the designated contact person.
- b. For issues related to online submission or the CPP Portal, bidders may contact the 24×7 CPP Portal Helpdesk.

#### **4. SCOPE OF WORK**

The Indian Institute of Technology Dharwad (IIT Dharwad), an *Institute of National Importance* established by an Act of Parliament in 2016, intends to engage two separate caterers from reputed caterers/food service providers for providing Mess Management Services at two student hostels located on the IIT Dharwad campus – one for **Mess 1** and another for **Mess 2**. Each caterer will serve a minimum of **750 resident students** during the regular semester, covering an approximate total of **1,560 resident students**. Four meals shall be provided per student per day, namely breakfast, lunch, evening snacks, and dinner. The detailed scope of work, service requirements, and specifications are provided as below.

**A List of items for the MENU added in separate document as “ Appendix -A” - 12 Pages**

1. Provisioning, cooking, serving and carrying out all allied services towards providing delicious, healthy and hygienic food to the Mess mates as per a pre-decided menu approved by the Mess Committee of IIT DHARWAD. A sample menu is given in succeeding paragraphs of this document.
2. The **timings of the meals** are strictly to be as follows. Any deviation hampers smooth functioning of Institute program and engagements. Therefore, violations in this regard will attract stern action against the Caterer including financial penalty as mentioned in this document. The Institute reserves the right to make any changes in said timings at any point of time after award of the Contract, Caterer has to follow the below schedule: -

<b>TYPE OF MEAL</b>	<b>Weekdays timings</b>	<b>Weekend timings</b>
<b>Breakfast</b>	0730 hrs to 0930 hrs	0800 hrs to 1000 hrs
<b>Lunch</b>	1230 hrs to 1430 hrs	1200 hrs to 1430 hrs
<b>Tiffin/Snacks</b>	1630 hrs to 1830 hrs	1630 hrs to 1830 hrs
<b>Dinner</b>	1930 hrs to 2130 hrs	1930 hrs to 2130 hrs

3. The **approximate strength** of Mess members/diners during regular semester (January to April and mid-July to November) is 1560 (750 for each mess). This number may vary during the vacation period.

Every Month, students will enroll with either of the mess for the ensuing month, and IIT Dharwad will provide the list of students enrolled in each mess in advance to the Caterer. IIT Dharwad guarantees a minimum of 500 students for each caterer every month during regular operation of the semester. However, during any unforeseen circumstances and the occasional deep cleaning, all students may have to dine in a single mess/dining hall. During the first month of operation, effort will be made to distribute the students equally between the two mess.

All the software and equipment required to check the authenticity of the students who are coming to the mess will be arranged by the Service Provider. (i.e appropriate software, computer, scanner, webcam, biometric machine etc.)

The number of diners may increase in the upcoming years. The Contractor should be in a

position to cater to the requirements. The Institute does not promise any fixed business to the Caterer.

4. The Caterer will maintain a record of personnel being served on a daily basis with proper authentication for the purpose of accounting and billing. The payment shall be claimed by the Caterer by furnishing record of attendance. Attendance will be taken as an average of the strength of users at breakfast, lunch and dinner. However, payment for the services during summer and winter breaks will be made on actual and no assured attendance will be supported by the Institute for this period. No price hike will be provided to Caterer for any reason during the entire duration of the Contract.
5. **Mess Card management:** Contractor shall provide Mess card to each student which will be mandatory for availing Mess services. Details of students will be provided by the Institute to the Contractor for issuing Mess cards; and the information for availing Mess services based on rebate forms.
6. Contractors are required to provide the paid services for any official event at IIT DHARWAD as per the instruction of the Institute.
7. **Engagement of required staff** shall be done by the Caterer in consultation with the Institute authorities for their suitability. It is essential for the staff should not be a minor, suitably trained and experienced to be deployed. Note that the set of Cooks, Manager, Supervisor, Executive Chef in the first/second shift cannot be used in the second/first shift. The minimum requirement is tabulated below. The Institute may instruct the Caterer to increase the strength, if deemed necessary. Details are as follows: -

Sl. No.	Staff Category	Category of the staff	Number of Staff to Be Employed	Preferred Colour of Uniform
1.	Manager	Highly Skilled*	1	WHITE
2.	Deputy Manager/ Storekeeper	Highly Skilled	1	WHITE
3.	Executive Chef	Highly Skilled*	1	WHITE
4.	Cooks	Highly Skilled	1 for every 250 students	BLUE
5.	Supervisors	Skilled	1 for every 350 students	BLUE
6.	Assistant Cooks/ Helpers	Skilled	1 for every 200 students	BLUE
7.	Kitchen Staff	Semi-Skilled	1 for every 200 students	ORANGE
8.	Chapati maker	Semi-Skilled	1 for every 200 students	ORANGE
9.	Food Counter Staff & Serving Staff	Unskilled	1 for every 100 students	ORANGE
10.	Cleaner/Washer	Unskilled	1 For Every 100 students	BLUE
11.	Composter/Garba ge handling	Unskilled	1	BLUE

\*The manager and executive chef should have relevant industry experience in handling Institute Catering.

### Daily functioning of the Mess: -

- a. Sample menu is mentioned in this document. The menu is for representational purpose and is subject to change within reasonable limits. Menu decided by the Institute shall be strictly followed. Menu will normally be formalized for one month. The Mess Committee has right to change the menu according to the wish of students with the mutual consent from the both parties with a notice period of 2 weeks. The Caterer should be flexible to provide the required changes in the menu.
- b. Provision of food for sick students: -
  - i. Caterer shall be informed 06 hrs in advance to provide food for sick students.
  - ii. By default, food for the sick students consists: a less spicy daal, Khichdi, Dalia, Curd, curd rice, milk etc. Fruits and boiled vegetables etc as advised by doctor (except in emergency). This will be provided in lieu of the regular food.
  - iii. Mess Committee has the authority to change the default food mentioned above.
  - iv. A provision should be made to collect the 'lunch box' from the student requiring the delivery of food in his/her room based on the doctor's advice only. No extra charges will be charged/paid for making food arrangements to sick students.
  - v. The mess vendor must make arrangements to get the food packed in his own disposable cutlery or suitable utensils, and get it delivered to the sick or disabled students at the wellness center or in the hostel premises for as many days as the doctor has advised his/her admission'.
- c. The Caterer will ensure complete chain of activities so as to provide healthy and tasty meals absolutely on time to inmates on all days. In the process, it is expected that the Caterer will ensure highest standards of health, service, aesthetics, layout, professionalism, hygiene and cleanliness to the utmost satisfaction of Institute authorities. In order to achieve highest standards of services the Caterer will upgrade the skill of deployed workforce through periodic trainings and updation.
- d. The Caterer shall make provision for payment for extra items in addition to the regular menu based on the consultation with Mess Committee. The representational list of items required to be made available with specific meal is placed as **Annexure**. The final list of extra items along with mutually agreed rates will be finalized for each week in consultation with the Caterer and Mess Committee. The Caterer will run the service through registration of willing students.
- e. The Caterer should provide Jain meals and Satvik meals to the requested and eligible diners on a daily basis without any extra charges. The meals should be prepared separately following the standard procedures of cooking. The numbers will be intimated to the Caterers by the Mess Committee.

- f. Service Provider shall inform about the non-availability/ shortage of any item/ dish in advance in appropriate time along with the alternate options for non-available items.
- g. The appropriate number of toasters will be provided by the caterer

### **Special Requirements**

- a. **The Mess Contractor is required to provide parallel services** in preparing food **in the Transit Facility (Guest House) kitchen for the Institute guests staying in the Transit Facility, in addition to its Mess services** at the Mess block for the students. The menu for catering services (breakfast, lunch, evening snacks and dinner) at the Transit facility are separate and will be fixed on mutual understanding. However, the Institute has the final authority in deciding the menu. Also, the vendor is supposed to maintain the proper hygiene and highest standards of cleanliness in cooking at all times. As far as price is concerned, it will be the rates quoted by the L1 bidder for guest house menu.
- b. **Breakfast:** The menu should include the following items: any additional items may be added based on the requirements.
- 2 varieties of breakfast
  - Boiled Sweet Corn/ Boiled Peanuts/ Boiled Chana
  - Boiled Egg
  - Fruit Juice
  - Cut Fruits/Banana
  - Corn flakes
  - Bread, Butter, Jam
  - Tea/Coffee/Bournvita
- c. **Lunch:** The menu should include the following items: any additional items may be added based on the requirements.
- 2 varieties of rice items with a combo of Veg Pulao and Plain Rice / Lemon Rice and Plain Rice / Veg Biryani and Steam Rice.
  - 2 varieties of sabji / curry
  - Dal Palak/Tadka
  - Fulka/Chapati
  - Jowar Roti
  - Curd
  - Peanut Chutney
  - Papad, Pickle, Green Salad
  - Buttermilk
  - Dessert like Sweet Ice-Cream/ Gulab Jamun/ Vermicelli Paysa
- d. **Snacks:** The menu should include the following items: any additional items may be added based on the requirements.
- Wada Pav/ Veg grilled Sandwich/ Girit / Cutlet.

- Banana
  - Tea/ Coffee
- e. **Dinner:** The menu should include the following items: any additional items may be added based on the requirement.
- 2 varieties of rice items with a combo of Peas Pulao and Plain Rice / Tomato Bhat and Plain Rice / Jeera Rice and Steam Rice.
  - 2 varieties of sabji / curry
  - Dal item
  - Fulka/Chapati
  - Jowar Roti
  - Curd
  - Peanut Chutney
  - Papad, Pickle, Green Salad
  - Dessert like Fruit Custard/ Shahi Tukda/ Kala Jamun
- f. **The Contractor should extend the service** to cater for the Institute guests and for the various office meetings, functions and other events organized by the various Departments and at the Institute level on a daily basis throughout the year. The vendor should maintain the flexibility and should be ready to supply the requirements within the short notice as well. The rates and billing for all such requirements will be separate and on mutual understanding, however, the Institute is the final authority in deciding the items/menu and rates.
- g. **The Contractor should extend the service** to cater during the Faculty and Staff Selection Committee Meetings. Special food items are required during these Selection Committee Meetings, for which you may be required to get the special food items from outside famous Restaurants / Hotels / Vendors from the city. The Contractor is expected to have knowledge about the quality of food and the standards of the Hotels in local market availability regarding this.
- h. The support must be extended to **provide the lunch/dinner facility to the Institute Faculty/Staff Members** on pre-booking basis and the payment for which shall be made by the Individuals directly to the vendor.
- i. Only the programs covered under Gymkhana events are eligible for special lunch/ dinner
- j. The Menu and rates/charges for the Special requirements/orders would be decided by the Institute Committee with mutual discussion with the Contractor.
- k. The Contractor should be highly punctual and disciplined in providing the Catering services for Institute Guests, IIT DHARWAD expects high standards of services from the Contractor if any deviation or unsatisfactory services will attract the penalty.
- l. The Contractor should deliver and serve the food items to the designated/instructed places of the Institute on his own with his own personnel no additional manpower and logistic support



will be provided by IIT DHARWAD for these arrangements, The Contractor should have enough manpower and suitable vehicles to deliver the food, wherever required IIT DHARWAD will extend its support for smooth operations.

- m. The Contractor should maintain the register mentioning all the details/items for all the special services rendered and get it vetted by the Institute Authorities after verification only the payment will be made to the Contractor on monthly basis after completion of services. No advance payment will be made to the Contractor.
- n. The Contractor should use standard size good quality Plates, Cups & Saucers, Bowls and spoons for serving. Use of sub-standard products and plastic products is strictly prohibited.
- o. The cooking for guests staying in the Transit Facility (Guest House) should be cooked exclusively in the guest house only so as to ensure the food is served fresh and hot. The Contractor should deploy cook and helper on his own. Institute will not provide any additional manpower for this.

The kitchen maintenance, upkeep of all cutleries, equipment provided by Institute and cleaning of Kitchen area in the Transit Facility (guest house) is the responsibility of the Contractor.

#### 4. SPECIAL TERMS AND CONDITIONS

- 1) Mess Managers (**Should have a Degree with an experience of at least 3 years of supervision of Mess / Catering in an organization comparable to IIT DHARWAD in terms of area and size / at least a three-star hotel**) will be deputed by the Caterer in consultation with Institute Authorities who shall necessarily be present in each shift for supervision and overall management of operations. "ABSENCE OF THE MESS MANAGER AND SUPERVISORS IN THE DINING HALL DURING THE SHIFT WILL RESULT IN THE IMPOSITION OF FINE, AS IMPOSED BY THE INSTITUTE".
- 2) The Caterer will make all necessary arrangements for **neat, clean and organizational outlook** of all its workers befitting stature of IIT DHARWAD in consultation with Institute Authorities.
- 3) The Caterer shall, at their cost, maintain **complete readiness** in terms of stock of all dry, fresh rations, condiments, and other necessary items for running the Mess including manpower in case of a bund, strike, or other exigencies.
- 4) The Mess is strictly for IIT DHARWAD campus inmates and authorized personnel only. Institute reserves its discretion in availing its services. **Caterer will not divert the services** of Mess to any unauthorized personnel or use his discretion in this regard whatsoever.
- 5) To cater to a heterogeneous clientele, the Caterer shall ensure **separate preparation** and serving of **vegetarian including Jain meals and non-vegetarian meals**. In order to cater to any specific meal requirement arising during the Contract period, the Caterer will arrange to the specific requirement within the quoted rates.
- 6) The Caterer shall carryout **regular medical check-up in a semester from the authorized doctor** for all manpower deployed at Institute at own cost, so as to ensure medical fitness of all such manpower while at Mess operations. The Caterer will ensure that their employees are free from any communicable diseases.
- 7) **The Caterer will make all necessary arrangements for accommodating and transporting all manpower deployed by him so as to ensure timely operation of Mess in order to serve timely meals. Institute will have no obligation in this regard.**
- 8) Available Equipment, Furniture, Electrical Fittings, Fixtures, Water Pipes & Taps and Dining hall facilities (incl. table, chairs & Bain Marie) of IIT DHARWAD may be utilized by the Caterer for running the Mess. Apart from these equipment, the Contractor has to bring the equipment, if necessary, at his own cost. Provision of Utensils like plates, spoons, glass, water jugs etc. is the responsibility of the Contractor. Good quality with appropriate size of plates, glass-tumblers, spoons, bowls etc., only should be used.
- 9) The Caterer will ensure **the upkeep of all the equipment, infrastructure** (as the case may be) provided to him by the Institute. All such maintenance of Institute property / equipment will be carried out by the Caterer at his own cost.

- 10) The Caterer will ensure absolute **hygiene and cleanliness** including periodic pest control and debugging of the Mess compound and surroundings with proper waste disposal in harmony with Institute systems. Any issue attributable to the Caterer in said areas will be sorted by the Caterer or will be handled by the Institute at Caterer's cost. The Caterer must also ensure that the dining tables and the chairs are continuously/regularly cleaned during the operational hours of the Mess.
- 11) The Caterer will be solely responsible for the general **discipline and conduct of their staff** at the Institute at all the times. It may be noted that only verified individuals through mandatory Police verification on submission of such document will be allowed to enter the Institute and will be deemed deployment worthy. In case of a violation, financial penalty will be levied on the Caterer as deemed fit by the Institute.
- 12) In addition to the regular diners (i.e., hostellers), the Caterer needs to provide breakfast, lunch, evening snacks and dinner to Institute guests, employees and day scholars on demand subscription for which the employee will settle the bills directly. Means for making digital payment (via card, UPI, etc.,) for settlement of bills should be made available at all times by the Caterer.
- 13) The Caterer should ensure that sufficient number of extra items are prepared for each day. In particular, the Caterer should be skillful in estimating the number of extras that the diners may demand on a given day. Note that it is not necessary for students to make any prior booking for an extra item. The Caterer must also be prepared to cook and serve extra items on demand basis
- 14) The Caterer will ensure that at least one Supervisor will always be present during breakfast, lunch, evening tea/coffee, and dinner. It is desirable that the supervisor continues at least for one semester. In case of any change, the Institute should be informed well in advance.
- 15) **The Caterer must provide the service throughout the Contract period (365 days) without closing the dining hall on any day unless instructed by the Mess Committee.**
- 16) On special occasions, the menu to be prepared by the Caterer will be suggested by the Mess Committee.
- 17) The quality of food will be inspected item-wise by the Institute frequently and the Mess vendor shall not deny access for such inspections. Institute has the right to take samples of all material used in cooking and check the same for quality at recognized laboratories/Institutions. Further, the store and kitchen of the Caterer can also be inspected by Institute so as to ensure that only the brands allowed are being used.
- 18) Use of plastic tea-cups, spoons, plates and plastic carry bags are **prohibited**, and the Caterer shall use environment-friendly material only for serving coffee/tea, packing and carrying the food items.

- 19) Food should also be served fresh and hot at the designated places in the campus as and when required/ordered.
- 20) The Contractor will ensure that no incident of fire accident or any such incidents takes place and no injury to any of their employees or that of the Institute occurs. If such incidents occur, the vendor will be responsible for fulfilling the loss incurred. The Institute shall not be liable for any damages here, damages means, damages to property or individuals.
- 21) The Caterer/their staff/their nominee will not be permitted to stay overnight in the Institute's premises under any circumstances.**
- 22) Any changes to the mode of operation (e.g., Mess menu, timings etc.) will require the prior permission of the Institute.
- 23) The Counter and preparation of Veg and Non-Veg should be made separate.
- 24) The Students who go on leave and do not dine during a specific period are eligible to get rebate from the Mess bill. Students who wish to get rebate in the Mess bill shall notify his/her period of absence from the Mess to the Concerned office, which approves the same and sends a list of exempted students to the Caterer by email. Caterer will not be paid for the notified days of absence by the student. The Caterer shall be responsible for ensuring that the students who are given rebate are not allowed to dine during the period of the said absence. Minimum number of days that a student is eligible to avail the Mess rebate at a stretch is FIVE days. However, students who are unwell due to medical reasons are not bound by the number of rebate days.
- 25) The Caterer will liaise with the Institute and report on a regular basis about all the activities of the Mess service. The Caterer shall extend full co-operation.
- 26) The Caterer must store food samples as per safety standards and testing.

Caterer shall be responsible for cleaning grease and oil trap and gird chamber up to the first manhole on a daily basis.

Caterer shall be responsible for the collection of food wastes generated from Mess on daily basis and will dispose in composter machines located near the Mess block/suitable food waste disposal method should be followed by the Caterer. Operation and handling of waste disposal/composter machines shall be the responsibility of the Caterer.

#### **4.1. Corrupt & Fraudulent Practices:**

1. IIT DHARWAD requires that bidders, suppliers, Contractors and consultants, if any, observe the highest standard of ethics during the procurement process and execution of such Contracts. In pursuit of this policy, The terms set forth below are defined as follows:
  1. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or

indirectly, of anything of in kind/value to influence the action of a public official in the procurement process or in Contract execution.

2. "Fraudulent practice" means a misrepresentation or omission of facts/ submission of false information/ documents in order to influence a procurement process or the execution of a Contract.
3. "Collusive practice" means a scheme or arrangement between two or more bidders, designed to establish bid prices at artificial, non- competitive levels; and
4. "Coercive practice" means harming or threatening to harm, directly or indirectly, or their property to influence their participation in the procurement process or affect the execution of a Contract.

2. IIT DHARWAD will reject the proposal to award the Contract if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

#### 4.3 Cancellation of Tender

Notwithstanding anything specified in this tender document, IIT DHARWAD in its sole discretion, unconditionally and without assigning any reasons, reserves the rights:

- a) To accept OR reject lowest tender or any other tender or all the tenders.
- b) To reject the tender on offer not confirming to the tender terms.

- 4.4 Force Majeure.** During the pendency of the service agreement if the performance in total or part thereof by either party is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including the breakdown of equipment beyond their reasonable control neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the Contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the Contract as soon as possible after the restoration of normalcy.

The Contractor shall not be entitled to claim any compensation from the Institute for the loss suffered by him on account of delay by the Institute in the supply of useable water, electricity etc, where such delay is covered by difficulties relating to the supply of wagons, force majeure including non-allotment of such materials by controlling authorities, acts of god, acts of enemies of the state/country or any reasonable cause beyond the control of the Institute.

- 4.5 Termination for Default:** - The Institute may, without prejudice to any other remedy for breach of Agreement, may terminate the Work Order/Contract in whole or in part, by written notice of default sent to the Contractor and the Performance Bank Guarantee (PBG)/Security Deposit shall stand forfeited if: -

- a. The Contractor fails to deliver any or all of the obligations within the time period(s) specified in the Work Order / Agreement or any extension thereof granted by the

Institute.

- b. The Contractor fails to perform any other obligation(s) under the Work Order / Agreement and fails to rectify it within the notice period for the rectification of the same.

**4.6 Termination of Contract:**

- i. The Institute has the absolute right to terminate the Contract/Services at any time by giving three months' notice in writing without assigning any reason whatsoever and the Institute shall not be responsible for any loss, damage etc. suffered by the firm/agency/company as a result of such termination of Contract. The Institute does not provide any compensation for such termination to the firm or the workmen who are employed.
- ii. In the event of the Bidder/Contractor desiring an earlier termination of Contract/services, he/she shall have to give 3 (three) months advance notice to the Institute or till the commencement of the new Contract, with proper validation to the Committee, if the Committee finds the reason is unsolicited. The Institute reserves the right to forfeit the Security deposit either in part or full.

**4.7 Termination for Insolvency.** The Institute may at any time terminate the Work Order/Contract by giving written notice to the Contractor without compensation if the Contractor becomes bankrupt/insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued thereafter to the Institute.

**4.8 Jurisdiction of Courts:** In all matters and disputes arising hereunder, the appropriate Courts at Dharwad, Karnataka alone shall have jurisdiction to entertain and try them.

**4.9 Indemnification:** The Contractor shall at all time indemnify the Institute against all suits and claims which may be made in respect of the services.

The Contractor has to execute an indemnity bond stating "The Contractor indemnifies IIT DHARWAD of any issues arising due to un-hygienic preparation, personal hygiene issues and (or) storage of food, improper usage of ingredients and any such issues that may cause harm to anyone using the mess catering service due to inefficient or faulty operation".

**4.10 Non-disclosure of Contract documents:** Except with the written consent of the Buyer/Seller, other party shall not disclose the Contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

**4.11 Liquidated Damages:** In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, supply the services and conduct trials, training, etc as specified in this Contract, the Buyer may, at his discretion, withhold any payment until the completion of the Contract. The BUYER may also deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the Contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

**4.12 Confidentiality:** The Contractor and their personnel shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the services, agreement or the Institutes business or operations without the prior written consent. The Contractor should not provide/reveal the secured and confidential information/data about the Institute and Institute stake holders to the unauthorized person/firm. If any data of the Institute has to be shared with any authorized person/firm for any official work, written consent from the Competent Authority of the Institute has to be taken. If any breach is found by the Bidders Institute reserves the right to forfeit the security deposit and Initiate legal actions, damage compensation will be calculated and recovered from the Bidder.

**4.13 Infrastructural and Equipment-related terms:**

- i. Major civil and electrical works will be attended by IIT DHARWAD. Maintenance jobs such as repairing all mess equipment and running expenses are the responsibility of the Contractor. A high uptime and sound upkeep of IIT DHARWAD mess equipment is essential. Any deviation in menu due to want of repair of equipment attracts penalty
- ii. The Contractor has to arrange all cooking needs and serving utensils including plates, glasses, cups spoons, forks etc. The serving utensils will be vetted by the IIT DHARWAD authorities for their quality and fitness before use, therefore the provision may be made in consultation of IIT authorities. Upkeep of all items provided by IIT DHARWAD will be the sole responsibility of the Contractor.
- iii. The Contractor will have to make provision of commercial / only permissible cooking gas cylinders and related cooking on their own. The safe storage and usage of the cooking gas is the responsibility of the bidder.
- iv. Security of licensed premises, equipment, fittings and fixtures, furniture etc. is the responsibility of the catering Contractor. Any damage to the Institute Infrastructure by the Contractor team or caused due to their neglect will be repaired or replaced at Contractors' cost and shall attract penalty. The Contractor should use the equipment's with utmost care.
- v. The Contractor shall not make or permit any construction or structural alteration of additional fittings inside the premises of the workplace without prior written approval of the Institute authorities.

#### 4.14

#### Terms related to Cleanliness and Hygiene:

- a. Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the Contractor. Cleaning of utensils, cutlery, crockery, kitchen equipment, water cooler, furniture, and fitments is also the responsibility of the Contractor. The highest possible standards of hygiene are expected. Violations attract financial penalty as laid out vide this document.
- b. Mess Dining area must be thoroughly cleaned after each meal.
- c. Contractor shall make necessary provision of sufficient Liquid soap for hand wash, clean towels, along with other measures as advised by the Institute Authorities.
- d. Mess workers should be provided the necessary training in consultation with Institute authorities so as to maintain the highest possible standard of hygiene.
- e. IIT DHARWAD reserves the right to check cleanliness including pest control, fumigation, upkeep of premises, quality of rations and other deliverables at any time without prior notice.
- f. IIT DHARWAD is a total tobacco free campus, therefore none of the staff deployed at the campus should be in possessing or consuming tobacco products such as bidi, cigarette, chewing tobacco in any form, gutkha, pan-masala, pan etc. The consumption of alcohol inside Institute campus is strictly prohibited. Violation will attract penalty.
- g. The Contractor should keep the manholes and surroundings of the mess clean. The manholes should be cleaned and cleared on daily basis. If it is found that the personnel deployed by the Contractor are dumping the materials and waste which may lead to blockage a suitable penalty will be imposed and it will be the responsibility of the Contractor to clear the blockage at his own cost.
- h. Waste disposal on daily basis is the responsibility of the Contractor. Necessary logistics should be arranged by the Contractor for disposal of both biodegradable and non-biodegradable waste. The waste disposal should be done as per the instruction of the Institute and HDMC (Hubli-Dharwad Municipal Corporation) standards. It is the responsibility of the Contractor to follow all the rules and regulations set up by the Institute and Government pertaining to waste management any deviation will attract the penalty.
- i. The Institute will provide the Composter machine for converting the food waste into the manure. The Contractor should deploy manpower to handle the food waste, after disposing of the food waste the machine will convert the food waste in to manure the generated manure should be collected and transported to the designated sections as identified by the Institute. If the Composter machine is under maintenance the Contractor should arrange for the waste disposal on their own for no reasons the waste should be kept in the mess.
- j. The Contractor should record the quantity of the waste generated on daily basis. The Contractor should also record the manure generated from the food waste on daily basis.
- k. The employees of the Contractor should wear uniform with the name tag, cap, relevant footwear and hand gloves (while serving food).



- l. Keeping the Mess block surroundings clean is the responsibility of the Contractor.
- m. The Contractor should clean the drinking water dispenser or any such equipment that falls in the purview of the mess.

#### **4.15 Contract Implementation.**

- a. Sub-Contracting of the work will not be allowed.
- b. Persons below the age of 18 years shall not be engaged for the work. The Contractor will submit medical certificate/any other certificate as age proof of the workmen deployed by him. The Contractor will also submit medical certificate to the effect that the workmen deployed by him are fit for work and are not suffering from any contagious disease.
- c. Working hours will be 8 hours per day for the workmen excluding break period. The timings and the break period will be indicated by the authorized representative of the Institute.
- d. Contractor shall not change any employee without consent of the authorized representative of the Institute. He shall also ensure physical availability of the Mess Manager for mustering in/out the workmen at the Institute gate and supervise their work on daily basis.
- e. The Contractor(s) shall maintain a register of all his employees and the work assigned to them on daily basis. He should be in a position to produce the same at any given time.
- f. Contractor will provide his telephone numbers of his office/residence/mobile on which he can be accessed / approached by Institute.
- g. The Contractor will be accountable for any accident, injury and loss of life to the workers deployed by him and shall be responsible for payment of compensation as per law. If need arises, the Institute will recover such amount from the Contractor to effect payment to the affected person(s).
- h. Contractor shall employ one permanent Manager with full financial power for running mess services in IIT DHARWAD smoothly. The Manager must possess good financial knowledge, requisite qualification and experience of managing large student messes.

#### **4.16 Payment of Wages to the Workmen**

- a. The Contractor shall pay the wages for a month to the workmen by 7<sup>th</sup> day of the succeeding month irrespective of release of payment to them by the Institute.
- b. The Contractor will maintain all Registers as required under the relevant Acts/Rules and shall get inspected by the authorized representative of the Institute every month before payment.

- c. The Contractor will issue wage slips and employment cards as per relevant Act.
- d. The Contractor will make payment to his employees either through A/c payee cheque in presence of authorized representative of the Institute as directed or through NEFT and produce the necessary documents in proof of payment. The Contractor shall obtain signature or thumb impression of the workman on wage roll authenticated by the initials of the Contract.
- e. Wages shall be paid without any deductions except those specified by special order or permissible under the Payment of Wages Act.
- f. In case of delayed/short supply of manpower, penalty/ liquidated damages @ 0.5% of the payment due for each week of delay or part thereof shall be recovered from the bills of the Contractors.
- g. EPF: The Contractor shall deposit both parts of EPF, in the respective accounts of the workmen every month without fail. The Contractor shall submit the proof i.e. copies of the challans/statements together with the list of workmen with account numbers and the amounts deposited against each to Accounts Section for processing the bills.
- h. ESIC: The Contractor *shall* deposit both employee and employer's contribution of ESIC, in the **respective individual** accounts of the staff within the 15 days of every month without fail.
- i. **Variation in minimum wages during currency of the Contract** Any increase/ revision in the minimum wages or in the rates of social security provisions during currency of the Contract shall be payable to the workmen. The Contractor will make payment to his employees at the revised rates without waiting for a formal confirmation from the Institute.
- j. IIT DHARWAD reserves the right to inspect/verify the statutory documents of the Contractor pertaining to the deployed manpower the Contractor should provide all the documents without fail.

#### 4.17 Minimum Wages and Social Security Provisions.

The minimum wages payable and other statutory obligations related to social security on the part of the Contractor (employer) are fall under Zone B Category (since Dharwad is categorized as zone B) will be as under:

- a. Minimum Daily Wages: Minimum wages are to be paid as prescribed/notified by Central Labour Commissioner (Central) or as by Labour Commissioner (Karnataka) from time to time, whichever is higher.
- b. Variable DA: As revised/ applicable from time to time based upon CPI or any other basis specified by the concerned office.

- c. Social Security: The EPF and ESI shall be payable to the workmen as per rates prescribed by the concerned authority from time to time. The Contractor can deduct workmen's contribution from the wages payable to the workmen. The employer's contribution is to be paid by the Contractor himself. Contractor will submit necessary proof for claiming contributions against EPF & ESIC along with bills.
- d. The minimum liability of payment on the part of the Contractor to the workmen or to their respective accounts will be the total of:
  - I. Minimum daily wages
  - II. Variable DA on daily wages.
  - III. EPF
  - IV. ESI
  - V. Other mandatory charges applicable to the services as prescribed by the relevant authorities in Govt. from time to time.

#### **4.18 Safety & Insurance.**

- a. The Contractor shall follow safety procedures in all respects.
- b. The Contractor will adhere to safe working practices and will take all safety measures necessary for safety of his workmen. He will remain responsible for the safety of his engaged persons. The Contractor should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required.
- c. The Contractor will ensure that the workmen maintain good personal hygiene and shall need to be free from any contagious diseases. The workforce will be subjected to medical check-up of appropriate medical authority identified by the Institute. Unfit personnel will not be deployed by the Contractor. The expenditure on this effect will be paid by the Contractor.
- d. The Contractor shall be liable to bear all expenses/damages/compensation in the event of any injury or loss of life of the personnel engaged by him while on duty if required the Contractor can insure the personnel deployed on his own cost.

#### **4.19 Security**

- a. The Contractor and the persons engaged by him should not have any adverse police record and should bear good character. The Police Verification and security clearance initiation for all the workmen and supervisory staff is to be ensured by the Contractor at the time of placement of supply order. The receipt of the verification forms by the concerned Police Department will be furnished within 45 days of signing the Contract.

- b. The Security Office will maintain register for the Contractor's workmen and obtain their signature/thumb impression while coming "IN" and going "OUT" or as the case may be.
- c. The Contractor shall be bound by all security procedures followed at IIT DHARWAD and abide by security instructions for all purposes. Workmen engaged by him will be liable for check and search by the security on duty while mustering in and out and also at the other random places and timings. Any breach/violation of security regulations in the work premises by any of the Contractor's persons shall be Contractor's responsibility.
- d. The Contractor will be responsible for good conduct of his workmen. If any workman is found indulging in undesirable activities, he will have to be withdrawn immediately as asked by the Institute and replaced with a new person.
- e. Institute reserves right to disallow any or all of the Contractor's men from being deployed inside the Institute campus without assigning any reason.
- f. In the event of any damage to the property of the Institute or life of its employees and/or their dependents the Contractor shall be liable for payment of compensation and/or prosecution in accordance with applicable law and provisions. Compensation for damage to the property of the Institute will be as assessed by authorized representative(s) of the Institute and shall be recoverable from the Contractor at market value.
- g. The staff should wear proper uniform.
- h. The workmen should abide and follow the rules and regulation of the Institute.
- i. The Contractor shall abide by the safety code provisions as per safety code framed from time to time by the Government.
- j. Taking protective measures to protect the property and persons and prevent accidents shall be the Contractor's responsibility during the Contract period.

#### 4.20

##### **Statutory Obligations**

- a. The Contractor shall abide by and comply with the provisions of all the Acts, Rules and Notifications issued by the Central/State Govt. as applicable from time to time in respect of the Contracted work and all staff employed by him at his own cost and risk, including the following with latest amendments:
  - i. Contract Labour (Regulation and Abolition) Act 1970
  - ii. Contract Labour (Regulation & Abolition) Central Rules 1971
  - iii. Payment of Wages Act 1936, Payment of Wages (Amendment) Act 2005
  - iv. Minimum Wages Act 1948
  - v. Minimum Wages (Central) Rules 1950
  - vi. Employees' Compensation Act 1923
  - vii. The E.P.F. and Miscellaneous Provisions Act 1952

- viii. Employees State Insurance Act 1948
  - ix. The Child Labour (Prohibition and Regulation) Act 1986
  - x. FSSAI Act 2006
- b. Liability arising due to failure to adhere to statutory or other legal provisions attributable to the Contractor shall be borne by the Contractor himself.
- (i) The Contractor shall maintain up to date records required for compliance with the provisions of all the Acts and Rules made by Central/State Govt. as applicable from time to time in respect of the Contracted work. The authorized representative shall be entitled to inspect these records at any time.
  - (ii) If a bidding firm/Contractor is found violating any statutory provisions concerning labour laws or has given incorrect/false/misleading information, affidavit or documents at any stage of tender or Contract, necessary action as deemed fit, that may include debarring of the firm, shall be initiated.
- c. The Contractor shall indemnify IIT DHARWAD against any litigation arising from violation of statutes, laws and rules during operation of the Contract. The Contractor shall conduct all legal proceedings as may be necessary without any cost to the Institute. If due to any reason whatsoever, IIT DHARWAD management is made liable to pay any liabilities of the Contractor under any of the said laws etc; the same shall be recovered from the dues payable by IIT DHARWAD to the Contractor and/or from the security deposit(s) furnished by him.
- d. The Contractor shall be responsible for ensuring compliance with the provisions related to all Applicable laws including Labour Law [Central/State] and specially Minimum Wages Act, Payment of Wages Act, EPF, ESI Act, Payment of Bonus Act, Contract Labour [R&A] Act, Workmen Compensation Act, Food Safety and Standards Act, 2006, etc. as applicable from time to time.
- e. The Contractor shall abide by all the laws and welfare measure of employees and all other obligations that are not enumerated and defined herein shall be exclusive responsibility of the Contractor and it shall not involve IIT DHARWAD in anyway whatsoever. Compliance with these provisions shall be ensured at the time of making monthly payment. Apart from it the Contractor will maintain all kind of statutory registers related to attendance, wage, salary etc. as per the norms of the Act under which it is governed and required to be submitted as and when required.

#### 4.21 Payment to the Contractor

- a. Payment to the Contractor will be made on a monthly basis on presentation of bills along with supporting documents after recommendation of the Competent Authority. **In case of any lapse in the service provided, bill payment will be withheld till resolution of all such issues.** Payment to the Contractor is liable to be held back if the Contractor fails to make payment due to the workmen engaged by him within statutory time period.

- b. Deductions shall also be made from Contractor's bills during implementation of the Contract that may be become due as **penalties for violation of rules, terms and conditions**, damages, liabilities or for other causes.
- c. The Contractor should pay wages to the manpower deployed along with EPF, ESIC and submit the challan to the office every month without fail after verifying the same the payment will be released.
- d. TDS as applicable shall be deducted/made from the amount payable to the Contractor. The TDS certificate will be issued by IIT DHARWAD. Payment of income tax on profits of the firm is the sole responsibility of the Contractor.
- e. Payment procedure: The bills shall be processed for payment after scrutiny of all documents submitted by the Contractor along with the Verification Report. The payment will be released to the designated account of the Contractor through PFMS. No cash payment will be made by the Institute. The Institute shall endeavour to settle the bill approximately within 30 days or at the earliest possible. However, no interest shall be liable to pay by the Institute for any unforeseen delay in settlement of bills. The Contractor should indicate the valid GST number and bank details on the final compiled Invoice.
- f. The authorised representative or personnel deployed should submit the bill to the respective office along with all documents and get the acknowledge receipt, the Institute may ask for any relevant information/ document required from the Contractor to release the payment.
- g. No advance payment will be made to the Contractor; However, the bills will be settled every month after the Completion of the services without fail.
- h. Deduction as applicable as per the norms of the Government will be made from the bill.
- i. The payment against the services made for Special Orders at will be processed on monthly basis and therefore the Contractor should submit the bills every month without fail.

#### 4.22 **Miscellaneous**

- a. The persons employed by the Contractor, will have no right whatsoever to claim permanent/temporary employment in this organization. There will be periodical as well as surprise checking of the services provided by the Contractor for the subject job by the representative of the Institute. In case of default, the Contract will be liable for short closure of Work Order besides forfeiting the Security Deposit.
- b. If any employee of the Contractor is found to have committed misconduct or misbehavior, the Institute at its sole discretion, may direct the Contractor to remove such employee and the Contractor shall remove such employee(s) without questioning the decision of the Institute.

- c. The personnel deployed by the Contractor will not become member of any trade union of the Institute. If the personnel employed by the Contractor indulge in union activities which affect the service obligation of the Contractor or safety and security of the Institute, the Contract will be liable for termination. In the event of violation, they will be debarred from entering Institute premises and Contract can also be considered for termination.
- d. Further, the personnel deployed by the Contractor shall not engage themselves in any undesirable activities within the Institute premises. They shall not indulge in any business dealings with any Contractor directly or indirectly associated with Institute or in trade union activities. In the event of violation, they will be debarred from entering the Institute and Contract can also be considered for termination and forfeiture of the security deposit/PBG.
- e. The personnel deployed by the Contractor shall be available at the place of work defined for them. They must not visit undesignated places without valid authorization by Institute.
- f. **No housing/accommodation will be provided by the Institute to the personnel deployed by the Contractor.**
- g. It will be the sole responsibility of the Contractor to maintain all the documents viz., list of students in their mess, issuing dining card/coupon/dining token / daily attendance register, etc. The Contractor shall note that, IIT DHARWAD will not bear any expenses or provide manpower for all these arrangements.
- h. Non-payment of License fee, the electricity charges and Water charges within time shall be deemed to be a serious breach of the Contract and may lead to termination of the Contract at the discretion of the Institute and which shall not be challenge by the licensee under any circumstances, whatsoever.
- i. The Contractor shall use the premises ONLY for which it has been allotted by the Institute under the Contract. The use of the premises for any other purposes will lead to the suspension / termination of Contract with immediate effect

#### 4.23 Vacation of Premises

The Contractor shall give vacant possession of the facilities/premises made available to the Contractor by IIT DHARWAD and return all furniture, fixture, equipment and other items made available by IIT DHARWAD in good condition after the Contractual period is over or if the Contract is preclosed. Handing over of the vacant possession of the premises and equipment etc, shall be affected within 5 days of the completion of the period of Contract or termination of the Contract. If the Contractor fails to do so, the Institute shall be free to take possession of the premises by opening the lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the Contractor's bill(s) or Performance Bank Guarantee, any item found to be missing at the replacement cost of the material/equipment, furniture etc., given to the Contractor by the Institute.

#### **4.24 Quantum of Work**

The Scope of Work given is approximate only and may vary in the actual course of execution. The Contractor is, therefore, advised to quote very carefully. No claim for the compensation from the Contractor shall be entertained due to any variation in quantities item(s) of food. The rates shall be firm/fixed during currency of the Contract.

#### **4.25 Other Conditions**

- a. In case the bidders are found in breach of any condition(s) of the bid at any stage of the tender, Earnest Money (EMD)/Performance Security will be forfeited.
- b. If the awardee of the Contract is found in breach of any conditions of the Contract, the performance security will be forfeited besides blacklisting, if required.
- c. IIT DHARWAD reserves the right to relax/amend/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d. IIT DHARWAD may issue a corrigendum to tender documents before the due date of Submission of the bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by the Institute. The bidder is not supposed to incorporate the amendment in the body of the tender document.



## **5. BID EVALUATION CRITERIA**

The institute shall evaluate the responses to the Tender and all supporting documents/ documentary evidence. Inability to submit the requisite supporting documents/ documentary evidence may lead to rejection.

The decision of the IIT Dharwad in the evaluation of responses to the tender shall be final. The Institute may ask for a meeting with the Bidders to seek clarifications on the bids. The Institute reserves the right to reject any or all bids on the basis of any deviation. Each of the responses shall be evaluated as per the criteria and requirements specified in the tender document.

### **5.1 Technical Evaluation Criteria:**

Bidders who meet the minimum eligibility criteria/pre-qualification requirements would be considered as qualified to move to the next stage of Technical Evaluation. Bidders, whose bids are responsive based on the Pre-Qualification Criteria and score at least 70 marks in the Technical Evaluation, in the following scoring mechanism, would be considered technically qualified. Price bids of such technically qualified bidders shall be opened for further evaluation.

<b>S.No.</b>	<b>Criteria</b>	<b>Marks Breakup</b>	<b>Marks</b>	<b>Maximum Marks</b>
<b>(i)</b>	Firm's existence as per the tender clause	More than 5 and up to 8 years	5	10
		More than 8 and up to 12 years	7	
		More than 12 years	10	
<b>(ii)</b>	Number of years of experience in CFTI as per the tender clause	More than 5 and up to 7 Years	5	10
		More than 7 and up to 10 years	7	
		More than 10 years	10	
<b>(iii)</b>	Number of similar work orders executed * Details are available below this table.	One equivalent work order	5	10
		Two or three equivalent work order	7	
		More than three equivalent work order	10	
<b>(iv)</b>	The bidder shall submit Performance Certificates in respect of mess tender performance from their previous two Institutions / Organizations / Centrally Funded Technical Institutions (CFTIs), in accordance with the following conditions: 1. The bidder must furnish two	Average score below 5	5	10
		Average score between 5-7	7	
		Average score above 7	10	

	<p>(02) Performance Certificates issued by competent authorities of the respective Institutions /Organizations /CFTIs, where similar mess services have been successfully executed.</p> <p>2. Out of the two certificates submitted:</p> <p>a. One certificate shall pertain to a mess tender completed within the last twelve (12) months from the date of submission of this tender.</p> <p>b. The second certificate shall pertain to a mess tender completed not earlier than twenty-four (24) months from the date of submission of this tender.</p> <p>The format for the performance certificate shall be provided. Each certificate shall clearly indicate the following details:</p> <p>1. Name and address of the Institution/Organization/CFTI</p> <p>2. Period of the contract and date of completion.</p> <p>3. Nature and scope of services rendered.</p> <p>4. Assessment of performance, duly certified by the competent authority.</p> <p>Certificates that do not conform to the above criteria, or are issued beyond the specified time limits, shall not be considered for evaluation.</p>			
(v)	Average Annual Turnover	Average turnover between 5-10 Crore for past 3 FYs	3	10
		Average turnover between 10-15 Crore for past 3 FYs	5	
		Average turnover between 15-20 Crore for past 3 FYs	7	
		Average turnover more than 20 Crore for past 3 FYs	10	
(vi)	Site visit or feedback by the current consumers (Feedback to be taken from	Quality of Food	0-5	15
		Service facilities	0-5	

	Students of CFTIs / User departments) (Evaluation Committee will do the evaluation or depute the sub-committee) *Vendor has to provide the official email Ids and contact details of Officers/Faculty handling Mess services of such CFTIs/ departments.	Cleanliness, hygiene and Mess Hall management	0-5	
(vii)	Presentation (Brief points for presentation have been provided in the tender document)			35
			<b>Total</b>	<b>100</b>

\* Point no. (iii):

Description of Similar Work Orders	Value of Each Work Order (Rs. In Crores)	Considered Equivalent To	Marks Allotted
One (1) work order of Rs. 3.5 Crores or above	≥3.5 Crores	One (1) work order	5 Marks
Two (2) work orders of Rs. 2.2 Crores or above each	≥2.2 Crores	One (1) work order	5 Marks
Three (3) work orders of Rs. 1.8 Crores or above each	≥1.8 Crores	One (1) work order	5 Marks

The marks shall be awarded as follows:

- If a bidder has 'One (1) equivalent work order' (as defined above) - 5 Marks
- If a bidder has 'Two or Three equivalent work order' (as defined above) - 7 marks
- If a bidder has 'More than Three equivalent work order' (as defined above) - 10 marks

Note: Only 'Work orders' of minimum one (1) year duration' shall be considered for evaluation.

## 5.2 Financial Evaluation Criteria.

### I. Minimum Reasonable Cost (MRC)/Base Price:

For evaluation of commercial/financial bids, IIT Dharwad has ascertained a minimum reasonable cost (MRC) of the tender at ₹ 155/- per day per student inclusive of GST, for providing catering service on a per head per day basis after evaluating the cost factors (i.e. costs on logistics, labour accommodation, raw material, menu, documentation, statutory payments, payments on the other contractual obligations, profit margin etc) involved in providing the service required at the mess using its own means. It may be noted that any prospective bidder quoting less than the Minimum Reasonable Cost will be rejected as an unreasonable quote. The final per student per day rate will be increased at the rate of 5% per year in case of extension of the tender, subject to the satisfaction of the students committee and students feedback.

- The financial bids of technically qualified bidders (TBS) i.e., those bidders who have scored a minimum of 70 marks or above, shall be opened after completion of the Technical Evaluation.

### 5.3 The Total Score Will be Calculated as Follows:

$$\text{Marks} = (30\% \text{ of Technical Bid Score}) + (70\% \text{ of Financial})$$

Steps to Calculate QCBS:

1. Technical Evaluation:
  - Each bidder receives an absolute technical score (Tb).
  - The bidder with the highest score gets the maximum technical score (Tmax).
  - Normalize each bidder's technical score using the formula:  $T_n = (T_b / T_{max}) \times 100$ .
2. Financial Evaluation:
  - Identify the lowest bid price (the L1 price) among all bidders.
  - Normalize each bidder's commercial score using the formula:  $C_f = (L1 \text{ price} / \text{Bidder's bid price}) \times 100$ .
3. Combine Scores:
  - Apply the predetermined weightages (e.g., 30% Technical, 70% Financial) to the normalized scores.
  - Calculate the Final Score (F) using the formula:  $F = (T_n \times 0.30) + (C_f \times 0.70)$ .
4. Ranking:
  - Rank the bidders based on their final combined scores, with the highest combined scores being ranked as H1, followed by H2, H3, and so on.

III. **Total Tie-Breaking Clause:** In case of a tie in Total Marks between two or more bidders, following procedure shall be adopted:

- (a) The bidder with the highest technical score shall be treated as the successful bidder.
- (b) In case of tie in technical score, the bidder having the maximum period of experience at CFTIs shall be treated as the successful bidder.
- (c) In case of failure of above clauses, the bidder having the maximum relevant experience of past 3 years shall be treated as the successful bidder.

IV. Since two bidders are to be selected for Mess-1 and Mess-2, H-2 vendor will be offered an opportunity to match the financial quote of the final H-1 bidder. In case of price match, work order for the second mess will be issued to H-2 at H-1 prices or H-2 Prices, whichever is lower.

V. In case the H-2 bidder denies matching the price of H1, the offer will go to H-3, and so on.

VI. IIT DHARWAD will evaluate technical bids and commercial bids of the technically qualified bids and the Combined Highest Scorer H-1 bidder and H-2 bidder will be considered for the award of the Contract as per the evaluation criteria set in the bid evaluation process.

VII. After calculating the total scores, the two bidders with the highest total scores will be offered the opportunity to serve at IIT DHARWAD. Between the two finally selected bidders, the one with the higher total score will be given the opportunity to select the mess of their choice. In case of a tie between two caterers, the tie-breaking clause will be exercised.

#### 5.4. Award of Contract:

- a. The technically qualified firms having the Combined Highest Score (H1) will be awarded the Contract. However, this is subject to negotiation, if required.
- b. The Successful bidder shall abide by all the Terms & Conditions of the Contract.
- c. Initially, the Contract will be awarded for one year and thereafter, the Contract may be extended for two more years, on year-by-year basis or for a required period on the same/ revised rates (subject to price revision if the Institute desires), same terms & conditions if the performance of the firm is found satisfactory. The decision of the Competent Authority of the Institute will be treated as final in this regard. However, extension of the Contract after one year is not binding on the Institute.
- d. The services rendered to the Institute will be reviewed by a Committee during the Contract period, and IIT DHARWAD reserves the right to terminate the Contract without giving any reason, if the services are found unsatisfactory.
- e. The successful Bidder will be notified that the bid has been accepted. In case the bidding process / public procurement process has not been completed within the stipulated period, the Institute, may request the Bidders to extend the validity period of their bid.
- f. The successful Contractor should enter into an Agreement with IIT DHARWAD before commencing the work on appropriate non-judicial stamp paper.
- g. If the quoted price offered is not reasonable/meets the expectation of the Institute even after negotiation, the Institute reserves the right to Cancel the tender at its discretion.
- h. The Institute reserves the right to conduct the negotiation with the H1 if the quoted price is not satisfactory to the Committee.
- i. The Institute reserves the right to relax any terms and conditions at its discretion at any time of the Contract with mutual consultation of both parties. The decision of the Competent Authority of the Institute will be the final in this regard.
- j. **Price Revision:** After Completion of the one-year Contract period, if provided extension, the per-day per-student quoted price will be increased by a maximum of 05% (Five) of the previous year, subject to satisfactory services and good feedback from the diners.
- k. The Price revision proposal will be assessed by the Committee and if the Committee agrees, then only the price will be increased. The authority to revise the price lies only with the Institute at its discretion.
- l. The successful contractor shall pay a monthly license fee of ₹3,000. The water charges are ₹3,000/month and ₹4,000/month towards electricity charges. Once individual meters are installed for the kitchen electricity charges will be levied based on actual consumption.
- m. The successful Contractor shall pay ₹ 4,000 per month towards cleaning of the Common areas, if the Institute carries out the cleaning from its end.

**Annexure- 1**

**STATUTORY DOCUMENTS**  
**(TO BE PROVIDED ON THE LETTERHEAD OF THE AGENCY)**

Name of the Firm		
Date of Incorporation / Establishment		
PAN		
GST Number		
E-Mail		
Phone Number		
Registered Office Address		
Number of years in operation.		
Whether the firm is MSME		
Authorised Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact person other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	
Remarks: Valid supporting documents are to be attached along with this Annexure.		

Signature with Seal of the Bidder:

Name in Block Letters:

Designation:

**Contact no.**

**Date:**

**Full Address:**

**Annexure- 2**

**Non-Blacklisting declaration**  
(To be given on Company/Firm Letter Head)

Date:

To,  
Assistant Registrar  
Contracts & Services  
IIT DHARWAD

Subject: Declaration for Non-Blacklisting

Tender Reference No.:

Name of Tender / Work: -  
TENDER FOR PROVIDING CATERING SERVICES AT IIT DHARWAD.

Dear Sir,

We hereby declare that we are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India / any Regulatory Authorities in India for any kind of fraudulent activities.

Yours Faithfully,  
(Signature of the Bidder, with Official Seal)

### Annexure - 3

#### WORK ORDER/PURCHASE ORDER/CONTRACT AGREEMENT DETAILS (TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY/FIRM)

Sl. No.	Name of the Client/Institute/ Organistaion	Description of the Services	Number of Diners	Amount/ Value of the Work Order	Period of the Contract	Contact Person at the client site who is currently serving there (Name, Designation, Mobile, and Email)

**Note :** The Contract Period of One year will be considered as 1 completed service/completed Work order for evaluation, if the Contractor has provided services for more than one year for any Organistion/Institute he/she should mention it in detail.

The bidder should attach the relevant Work Order/ Agreement/ Experience certificates issued by the Competent Authority of the service received Organisation/Institute indicating all the Contract details like period of Contract, Contract value, Number of Diners and other relevant information required for evaluation.



## ANNEXURE - 4

### ANNUAL TURNOVER DETAILS

(TO BE PROVIDED ON THE LETTER HEAD OF THE CA FIRM)

This is to Certify that the Annual turnover of the firm M/s..... during the following financial years mentioned in the table below is true and correct.

Sl. No.	Financial Year	Annual Turnover in ₹
1.	2024-25	
2.	2023-24	
3.	2022-23	

Date:

Signature and Seal of the Authorised  
Chartered Accountant

Place:

Name:

Designation:

Address:

**Note:** The document has to be certified & validated by the Chartered Accountant (CA) with the name of CA, registration number, signature, and stamp. In case of failure to submit the aforesaid document, bids will not be considered.

**The Bidder should attach the ITR copies of the above-mentioned financial years along with this document without fail.**

**Certificate issued by the Chartered Accountant without enclosing the ITR Copies, the bid will be rejected**

TENDER ACCEPTANCE LETTER

(To be given on Company/Firm Letter Head)

Date:

To,

Assistant Registrar  
Contracts & Services  
IIT DHARWAD

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Tender / Work: - TENDER FOR PROVIDING CATERING SERVICES AT IIT DHARWAD.

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above-mentioned Tender/Work from the web site(s) namely:

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as per your advertisement, given in the above-mentioned website(s).

2. I / We hereby certify that I / we have read the entire Terms and Conditions of the tender documents including all documents like annexure(s), schedule(s), etc., which form part of the Contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your Insdtitute too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your Institute shall without giving any notice or reason therefore or summarily reject the bid or terminate the Contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.
7. We will cater for the needs of the Institute as per the Scope of Work and as indicated/instructed by the Institute authorities.
8. We will abide by all the Rules and Regulations of the Institute

Yours Faithfully,  
(Signature of the Bidder, with Official Seal)

**Penalty clause**

- A. Any IIT DHARWAD Student(s) nominated by Mess Committee or any authorized IIT DHARWAD official can inspect the mess, kitchen or any process without any prior notice to the Agency.
- B. In the case of any discrepancy (in terms of palatability of food or hygiene) or any case of negligence, the appropriate punitive action will be taken.
- C. Penalties would be levied for:
1. Partially cooked food.
  2. Insects particles found in food.
  3. Using sub-standard raw materials.
  4. Unhygienic cooking and food waste handling conditions.
  5. Not providing complete menu to all students.
  6. Non-deployment of sufficient qualified manpower as per scope of work.
- D. Any complaint pertaining to Mess services received by Mess Committee will be reviewed first in consultation with bidder for explanation/clarification of the violation caused and appropriate penalty shall be levied only after approval of the Competent Authority.
- E. Penalties will be calculated as shown below, where

$$P = 0.05*(\text{DAILY RATE}) *(\text{NUMBER OF STUDENTS REGISTERED FOR MESS})$$

Sl. No.	VIOLATION	PENALTY (FIRST INSTANCE)	PENALTY FOR N-TH REPETITION
1.	Poor maintenance/tampering with Institute property	P or Cost of the damage	1.5*N*P or Cost of the damage
2.	Possession or consumption of Tobacco items as mentioned in tender.	P	1.5*N*P
3.	Presence of unwanted/ unhygienic/ harmful items in food, e.g., blade, glass, metal, wires, nails plastic pieces, hair, non-veg items in veg food, etc.	P	1.5*N*P
4.	Presence of insects, flies, cockroaches, etc., in cooked food Live Dead	3*P 5*P	3*N*P 5*N*P
5.	Usage of spoiled/stale food ingredients, e.g., rotten vegetables, infected grains, expired items, food not cooked properly etc.	P	1.5*N*P
6.	Unclean cutlery/ sterilization process not followed	0.5*P	0.6*N*P

7.	Delay in service delivery	Warning	0.2*N*P
8.	Usage of brands/items that do not comply with the brands mentioned in the tender document or without prior approval of Mess Committee.	0.5*P	0.6*N*P
9.	Reuse of heated oil	0.5*P	0.6*N*P
10.	If the quality of milk is not found to be appropriate, or it is diluted.	0.4*P	0.5*N*P
11.	Usage of synthetic colour, Soda, MSG, or any other banned substance in food, or if found in storage room	P	3*N*P
12.	If deployed staff is found of any disobedience or misconduct	P	P*N
13.	Noncompliance with workers dress code	0.1*P	0.15*N*P
14.	Failure to maintain a proper health checkup of the workers	P	1.5*N*P
15.	Non-adherence to the timings mentioned in the tender or decided with the respective Mess Committee	P	1.5*N*P
16.	Change in menu due to any mess equipment being defective / out of sorts for more than 24 hrs.	P	1.5*N*P
17.	Poor maintenance/tampering of the drainage System	0.4*P	0.5*N*P
18.	Shortage of food	0.5*P	0.6*N*P
19.	Non availability of manager and supervisors in the Dining Hall.	0.2*P	0.2*N*P
20.	Violations regarding waste disposal, e.g., littering, non-segregation of waste, etc.	0.5*P	0.6*N*P
21.	Inadequate man-power during a month (for every shortage in man-power in any section)	2P*No. of shortfall man-power	N*2P*No. of shortfall man-power
22.	Food poisoning*.	25*P and the expenses incurred on the Institute due to food poisoning if any.	
23.	Violation of any tender terms not mentioned above.	0.5*P	0.5*N*P
24.	Violation/Nonadherence of Institute rules and regulations.	0.5*P	0.5*N*P

In addition to the above, feedback will be collected from the registered students every month to evaluate the performance of the Agency in all aspects. If the quality & quantity of food is found to be unsatisfactory for a considerable number of diners, a suitable fine will be imposed as decided by the Mess Committee with the approval of the Competent Authority.

\*If it is found that the food poisoning had happened due to the negligence of the Contractor or

his personnel, the Contract will be terminated PBG will be forfeited and suitable action will be taken against the Contractor.

The fines will be deducted from monthly bill/Security deposit.

**Declaration for the firm's Existence/Experience**  
(To be given on Company/Firm Letter Head)

Date:

To,

Assistant Registrar  
Contracts & Services  
IIT DHARWAD

Sub: Declaration for firm existence and experience

Tender Reference No:

Name of Tender / Work: - TENDER FOR PROVIDING CATERING SERVICES AT IIT DHARWAD.

Dear Sir,

We hereby declare and certify that we are in the similar services/catering services business for last \_\_\_\_\_ (Number of Years) \_\_\_\_\_ and we are rendering the services from \_\_\_\_\_ (year) \_\_\_\_\_ to till date and having the registered office in (Address of the registered office) \_\_\_\_\_ and not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

We are enclosing the certificate of registration and relevant documents to prove our experience/existence in the business.

Yours Faithfully,  
(Signature of the Bidder, with Official Seal)

**Annexure - 8**

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD**  
(on Company / Firm Letterhead)

I / We, the authorized signatory of M/s \_\_\_\_\_, participating in the subject.  
Tender No: \_\_\_\_\_, for the job of TENDER FOR PROVIDING CATERING  
SERVICES AT IIT DHARWAD, do hereby declare that in the event:

I / We withdraw / modify our bid during the period of bid validity.

OR

I/We commit any other breach of tender conditions/ Contract which would have  
otherwise attracted forfeiture of EMD.

OR

I / We fail to / refuse to initiate the execution of the awarded Contract as per the terms  
of the Contract.

then I / We could be suspended from for bidding / award of all future tender(s) for a  
period as applicable.

Signature and seal of authorized signatory of bidder

Name of authorized signatory:

## Annexure - 9

### INSTRUCTIONS FOR EXECUTION OF THIS INTEGRITY PACT

1	Bidder shall submit the Integrity Pact on a non-judicial stamp paper of ₹500/- duly signed by the person(s) signing the bid. Foreign Bidder may submit the Integrity Pact on its company's Letter Head, duly signed by the person(s) signing the bid.
2	The non-judicial stamp papers are to be purchased in the name of the Bidder or <b>EMPLOYER</b> , and the date of purchase should not be earlier than six months of date of execution. The same is to be attached with this bound volume mentioning the following on the stamp paper:  <i>"This stamp paper is an integral part of the Integrity Pact executed by us for (Insert Bid title/ product name) (Insert Bid no.)"</i>
3	In case of a foreign bidder, the Company Letter Head is to be used instead of Stamp Paper.
4	Bidders are required to clearly indicate the name of the package and its specification number on the stamp paper/covering letter and first page of the Integrity Pact.
5	All the pages of the integrity pact are to be signed by the Bidder.
6	If the Bidder is a partnership or a consortium, the Integrity Pact shall be signed by all the partners or consortium members.
7	Bidders are required to clearly indicate the name and designation of the signatory(ies) as well as the name and address of the witnesses.
8	The Bidder shall not change the contents of the Integrity Pact.
9	Bidder may note that Bidder's failure to submit the Integrity Pact duly signed along with the Bid shall lead to outright rejection of the Bid.
10	Integrity pact will not be accepted after closing of the bid submission deadline.

*Note: The word EMPLOYER has been used in place of PIA short name. The same may be changed accordingly. (These are instructions for execution and does not form part of the Integrity Pact)*



₹ 500/- non-judicial stamp paper

**INTEGRITY PACT**

Between

**IIT DHARWAD**

hereinafter referred to as

**" EMPLOYER",**

and

( \_\_\_\_\_  
\_\_\_\_\_ )

hereinafter referred to as

**"The Bidder/Contractor"**

**Preamble**

EMPLOYER intends to award, under laid-down organisational procedures, contract(s) **for TENDER FOR PROVIDING CATERING SERVICES AT IIT DHARWAD.** For values full compliance with all relevant laws and regulations, and the principles of economical use of resources, and of fairness and transparency in its relations with its Bidders/ Contractors.

In order to achieve these goals, EMPLOYER and the above-named Bidder/ Contractor enter into this agreement called '**Integrity Pact**' which will form a part of the bid. It is hereby agreed by and between the parties as under:

**Section I - Commitments of EMPLOYER**

- (1) EMPLOYER commits itself to take all measures necessary to prevent corruption and to observe the following principles:
  - a) No employee of EMPLOYER, personally or through family members, will in connection with the tender, or the execution of the contract, demand, take a promise for or accept, for him/herself or third person, any material or other benefit which he/she is not legally entitled to.
  - b) EMPLOYER will, during the tender process treat all Bidder(s) with equity and fairness. EMPLOYER will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an

advantage in relation to the tender process or the contract execution.

- (c) EMPLOYER will exclude from evaluation of Bids its such employee(s) who has any personnel interest in the Companies/Agencies participating in the Bidding/Tendering process.
- (2) If the Director-IIT DHARWAD obtains information on the conduct of any employee of EMPLOYER which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, he will inform its Chief Vigilance Officer and in addition can initiate disciplinary actions under its Rules.

## **Section II - Commitments of the Bidder/Contractor**

- (1) The Bidder/Contractor commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution:
- a) The Bidder/Contractor will not, directly or through any other person or firm, offer, promise or give to EMPLOYER, or to any of EMPLOYER's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange an advantage during the tender process or the execution of the contract.
  - b) The Bidder/Contractor will not enter into any illegal agreement or understanding, whether formal or informal with other Bidders/Contractors. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - c) The Bidder/Contractor will not commit any criminal offence under the relevant Anti-corruption Laws of India; further, the Bidder/Contractor will not use for illegitimate purposes or for purposes of restrictive competition or personal gain, or pass on to others, any information provided by EMPLOYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
  - d) The Bidder/Contractor of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, involved directly or indirectly in the Bidding. Similarly, the Bidder/Contractor of Indian Nationality shall furnish the name and address of the foreign principals, if any, involved directly or indirectly in the Bidding.
  - e) The Bidder/Contractor will, when presenting his bid, disclose any and all

payments he has made, or committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and/or with the execution of the contract.

- f) The Bidder/Contractor will not misrepresent facts or furnish false/forged documents/information in order to influence the bidding process or the execution of the contract to the detriment of EMPLOYER.
- (2) The Bidder/Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences.

### **Section III- Disqualification from tender process and exclusion from future contracts**

- (1) If the Bidder, before contract award, has committed a serious transgression through a violation of Section II or in any other form such as to put his reliability or credibility as Bidder into question, EMPLOYER may disqualify the Bidder from the tender process or terminate the contract, if already signed, for such reason.
- (2) If the Bidder/Contractor has committed a serious transgression through a violation of Section II such as to put his reliability or credibility into question, EMPLOYER may after following due procedures also exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder/ Contractor and the amount of the damage. The exclusion will be imposed for a minimum of 12 months and maximum of 3 years.
- (3) If the Bidder/Contractor can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system, EMPLOYER may revoke the exclusion prematurely.

### **Section IV - Liability for violation of Integrity Pact**

- (1) If EMPLOYER has disqualified the Bidder from the tender process prior to the award under Section III, EMPLOYER may forfeit the Bid Guarantee under the Bid.
- (2) If EMPLOYER has terminated the contract under Section III, EMPLOYER may forfeit the Contract Performance Guarantee of this contract besides resorting to other remedies under the contract.

### **Section V- Previous Transgression**

- (1) The Bidder shall declare in his Bid that no previous transgressions occurred in the last 3 years with any other Public Sector Undertaking or Government Department that could justify his exclusion from the tender process.
- (2) If the Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### **Section VI - Equal treatment to all Bidders / Contractors**

- (1) EMPLOYER will enter into agreements with identical conditions as this one with all Bidders.
- (2) EMPLOYER will disqualify from the tender process any bidder who does not sign this Pact or violate its provisions.

### **Section VII - Punitive Action against violating Bidders / Contractors**

If EMPLOYER obtains knowledge of conduct of a Bidder or a Contractor or his subcontractor or of an employee or a representative or an associate of a Bidder or Contractor or his Subcontractor which constitutes corruption, or if EMPLOYER has substantive suspicion in this regard, EMPLOYER will inform the Chief Vigilance Officer (CVO).

### **Section VIII - Independent External Monitor/Monitors**

- (1) EMPLOYER has appointed a panel of Independent External Monitors (IEMs) for this Pact with the approval of Central Vigilance Commission (CVC), Government of India, out of which one of the IEMs has been indicated in the NIT/IFB. details of both of the IEMs are as below: (Para-4.2)

Shri Jagadish Rai Garg e-mail: jr.garg@yahoo.com	Shri Anil Kumar Ganeriwala e-mail: anilganeriwala86@gmail.com
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- (2) Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties. The IEMs shall examine all the representations/grievances/complaints received by them from the bidders or their authorized representative related to any discrimination on account of lack of fair play in modes of procurement and bidding systems, tendering method, eligibility conditions, bid

evaluation criteria, commercial terms & conditions, choice of technology/specifications etc. (Para 2.4)

- (3) For ensuring the desired transparency and objectivity in dealing with the complaints arising out of the tendering process, the matter should be examined by the full panel of IEMs jointly, who would look into the records, conduct an examination, and submit their joint recommendations to the Management. In case the full panel is not available due to some unavoidable reasons, the available IEM(s) will conduct examination of the complaints. Consent of the IEM(s), who may not be available, shall be taken on record. (Para 2.5)
- (4) The role of the CVO of the organization shall remain unaffected by the presence of IEMs. A matter being examined by the IEMs can be separately investigated by the CVO in terms of the provisions of the CVC Act or Vigilance Manual, if a complaint is received by him/her or directed to him/her by the Commission. CVO and /or the officials of the vigilance wing should not be associated by IEMs during examination of the complaints in any manner. (Para 2.7)
- (5) The IEM is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement. He has right of access to all project documentation. The IEM may examine any complaint received by him and submit a report to the Director-IIT DHARWAD, EMPLOYER, at the earliest. He may also submit a report directly to the CVO and the CVC, in case of suspicion of serious irregularities attracting the provisions of the PC Act. However, for ensuring the desired transparency and objectivity in dealing with the complaints arising out of any tendering process, the matter shall be referred to the full panel of IEMs, who would examine the records, conduct the investigations and submit report to the Director-IIT DHARWAD, EMPLOYER, giving joint findings.
- (6) Person signing IP shall not approach the Courts while representing the matters to IEMs and he / she will await their decision in the matter. (Para 4.5)
- (7) In the event of any dispute between the EMPLOYER and the contractor relating to those contracts where Integrity Pact is applicable, in case, both the parties are agreeable, they may try to settle dispute through mediation before the panel of IEMs in a time bound manner. If required, the organizations may adopt any mediation rules for this purpose. In case, the dispute remains unresolved even after mediation by the panel of IEMs, the organization may take further action as per the terms & conditions of the contract.
- (8) The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Director-IIT DHARWAD, EMPLOYER.
- (9) The Bidder(s)/Contractor(s) accepts that the IEM has the right to access without restriction to all documentation of EMPLOYER related to this contract including that

provided by the Contractor/Bidder. The Bidder/Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his documentation. The same is applicable to Subcontractors. The IEM is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality.

- (10) EMPLOYER will provide to the IEM information as sought by him which could have an impact on the contractual relations between EMPLOYER and the Bidder/Contractor related to this contract.
- (11) As soon as the IEM notices, or believes to notice, a violation of this agreement, he will so inform the Director-IIT DHARWAD, EMPLOYER and request the Director-IIT DHARWAD, EMPLOYER to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. However, the IEM shall give an opportunity to EMPLOYER and the Bidder/Contractor, as deemed fit, to present its case before making its recommendations to EMPLOYER.
- (12) The IEM will submit a written report to the Director-IIT DHARWAD, EMPLOYER within 8 to 10 weeks from the date of reference or intimation to him by EMPLOYER and, should the occasion arise, submit proposals for correcting problematic situations.
- (13) If the IEM has reported to the Director-IIT DHARWAD, EMPLOYER, a substantiated suspicion of an offence under relevant Anti-Corruption Laws of India, and the Director-IIT DHARWAD, EMPLOYER has not, within the reasonable time taken visible action to proceed against such offence or reported it to the CVO, the Monitor may also transmit this information directly to the CVC, Government of India.
- (14) The word 'IEM' would include both singular and plural.

### **Section IX - Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the Contractor after the closure of the contract and for all other Bidder's six month after the contract has been awarded.

### **Section X - Other Provisions**

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the establishment of EMPLOYER. The Arbitration clause provided in the main tender document / contract shall not be applicable for any issue / dispute arising under Integrity Pact.

- (2) Changes and supplements as well as termination notices need to be made in writing.
- (3) If the Contractor is a partnership firm or a consortium or Joint Venture, this agreement must be signed by all partners, consortium members and Joint Venture partners.
- (3) Nothing in this agreement shall affect the rights of the parties available under the General Conditions of Contract (GCC) and Special Conditions of Contract (SCC).
- (4) Views expressed or suggestions/submissions made by the parties and the recommendations of the IEM in respect of the violation of this agreement, shall not be relied on or introduced as evidence in the judicial proceedings by the parties in connection with the disputes/differences arising out of the subject contract.
- (5) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

\_\_\_\_\_  
 (For & On behalf of EMPLOYER)  
 (Office Seal)

\_\_\_\_\_  
 (For & On behalf of Bidder/ Contractor)  
 (Office Seal)

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Witness 1 : \_\_\_\_\_  
 (Name & Address) \_\_\_\_\_

Witness 2 : \_\_\_\_\_  
 (Name & Address) \_\_\_\_\_

## Annexure - 10

### FORMAT FOR PRICE BID FOR MESS

(NOT TO BE SUBMITTED WITH THE TECHNICAL BID)

<u>Sl. No.</u>	<u>Description</u>	<u>Rate offered in ₹</u>
1.	Catering Charges Per Day Per Head/Diner (The price should include Breakfast, Lunch, Snacks and Dinner)	

**Notes: -**

- i. The bidder is to acquaint himself with the scope of work, all terms and conditions & penalty details etc. of the tender document before quoting the rates.
- ii. The rate should be Inclusive of GST. The quoted rate should be inclusive of all other charges towards successful operation of mess as per terms and conditions of this tender document.
- iii. The bidders are to strictly adhere to the minimum wages (including VDA), ESI, EPF & any other statutory requirement under the prevalent Rules applicable for Zone "B" category prescribed by Ministry of Labour and Employment, Govt. of India. Under no circumstances, the rates payable to manpower being deployed should be lower than the prescribed rates.
- iv. The technical bid shall include technical and commercial terms (EMD, turnover etc.) only. Mentioning the price in the technical bid will disqualify the bid.
- v. **The price alone should be mentioned in financial bid.**

#### **Price Bid for Guest House Charges**

<b>Sl No</b>	<b>Description</b>	<b>Rate offered by the Bidder (Inclusive of GST)</b>	<b>Remarks</b>
1.	<b>Breakfast</b>		
2.	<b>Lunch</b>		
3.	<b>Evening Snacks</b>		
4.	<b>Dinner</b>		

The bidder has to quote for both the Mess charges and guest house catering charges in price bid, and upload in financial bid. However the guest house catering charges will not be considered for evaluation.

Date:

Signature of the Authorised Signatory  
of the Bidder/Firm

Place:

Name:  
Designation:  
Official Seal:



## MENU

1. **Breakfast:** The menu should include the following items: any additional items may be added based on the requirements.
  - 1 variety of breakfast
  - Boiled Sweet Corn/ Boiled Peanuts/ Boiled Chana / Boiled pulses
  - Boiled Egg
  - Cut Fruits/Banana
  - Corn flakes/ Chocos
  - Bread, Butter, Jam
  - Tea/Coffee/Milk /Bournvita/Boost
  
2. **Lunch:** The menu should include the following items: any additional items may be added based on the requirements.
  - 2 varieties of rice items with a combo of Veg Pulao and Plain Rice / Lemon Rice and Plain Rice / Veg Biryani and Steam Rice.
  - 2 varieties of sabji / curry
  - Chicken/ Fish /Paneer Dishes
  - Dal Palak/Tadka
  - Fulka/Chapati
  - Jowar Roti/Naan
  - Curd
  - Peanut Chutney
  - Papad, Pickle, Green Salad
  - Drinks
  - Dessert like Sweet Ice-Cream/ Gulab Jamun/ Vermicelli Paysa
  
3. **Snacks:** The menu should include the following items: any additional items may be added based on the requirements.
  - vada Pav/ Veg grilled Sandwich/ Girmmit / Cutlet/ chicken frankie.....etc.
  - Banana/seasonal fruits
  - Tea/ Coffee/Milk
  
4. **Dinner:** The menu should include the following items: any additional items may be added based on the requirement.
  - 2 varieties of rice items with a combo of Peas Pulao and Plain Rice / Tomato Bhat and Plain Rice / Jeera Rice and Steam Rice.
  - 2 varieties of sabji / curry
  - Chicken/ fish/ paneer dishes
  - Dal item
  - Fulka/Chapati
  - Jowar Roti/Naan

- Curd
- Peanut Chutney
- Papad, Pickle, Green Salad
- Dessert like Fruit Custard/ Shahi Tukda/ Kala Jamun

**Note:** Egg will be served daily(2egg), Chicken will be served 4 times a week (200-250gm), fish will be served once a week (200 gm) and paneer will be provided as vegetarian option for non vegetarian dishes

## Menu (Representational)

### Breakfast

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Idli & Wada	Aloo Poha	Veg Paratha	Khaman Dhokala/ Sev	Palak/ Methi/ Bhathua Poori	Masala Dosa	Aloo Paratha / Mix Veg Paratha
Sambhar & Chutney	Sev Namkin	Paneer Bhurji	Red Chutney	Chole Masala	Sambar & Chutney	Curd
Mix Sprouts	Sweet Corn	Green Moong Sprouts	Boiled Peanuts	Black Chana Sprouts	Black Chana Sprouts	Green Moong Sprouts
Boiled Egg	Omelette	Egg Bhurji	Boiled Egg	Omelette	Boiled Egg	Egg Bhurji
Banana/fruit cut & Corn Flakes/chocos	Banana/fruit cut & Corn Flakes/chocos	Banana/fruit cut & Corn Flakes/chocos	Banana/fruit cut & Corn Flakes/chocos	Banana/f ruit cut & Corn Flakess	Banana/fruit cut & Corn Flakes/choco s	Banana/fruit cut & Corn Flakes/chocos
B B J	B B J (Brown Bread)	B B J & Pickle & Ketchup	B B J & Pickle & Ketchup	B B J & Pickle & Ketchup	B B J	B B J & Pickle & Ketchup
Tea Coffee / Bournvita / Milk	Tea Coffee / Bournvita / Milk	Tea Coffee / Bournvita / Milk	Tea Coffee / Bournvita / Milk	Tea Coffee / Bournvita / Milk	Tea Coffee / Bournvita / Milk	Tea Coffee / Bournvita / Milk

### Snacks

Monday	Tuesday	Wednesd ay	Thursday	Friday	Saturday	Sunday
Paneer frankie / chicken frankie	Red Sauce Pasta/ White Sauce Pasta	Samosa	Pav Bhaji/Misal pav	Dahi Vada / Pani Puri	Maggie / Hakka Noodles	Veg Sandwich / French Fries

**Appendix-A**

Ketchup	Ketchup	Chutney (Green + Red)	Chopped Onion + Lemon Slice	Chutney (Green + Red)	Ketchup	Green Chutney And Ketchup
Banana	Seasonal Fruits	Cut Fruits	Seasonal Fruits	Cut Fruits	Seasonal Fruits	Banana
B.B.J / Elaichi Tea / Coffee/Milk	B.B.J / Masala Tea / Coffee/Mil k	B.B.J / Ginger Tea / Coffee/Mi lk	B.B.J / Masala Tea / Coffee/Mi lk	B.B.J / Masala Tea / Coffee/ Milk	B.B.J / Ginger Tea / Coffee/Milk	B.B.J / Elaichi Tea / Coffee/Milk

BBJ = Bread, Butter and Jam

Item	Frequency	Quantity per Individual	Remarks
Break fast	Daily	Unlimited	
Milk (untoned)	Daily	250 ml	Lactometers should be provided by the Contractor
Toasted white and whole wheat bread/brown bread with jam.	Daily	4 Slices	The bread should be fresh
Butter/Jam	Daily	10-15 gm	Small packets must be provided
Tea and Coffee	Daily	150 ml	Sugar and Sugarless both to be provided
Curd	Daily	200ml	
Chicken/ paneer	4 times a week	200 gms of Chicken/100- 150 gms of paneer	The quality and size of the Chicken should be as per the standards
Eggs	Daily	2 eggs	
Fish	Once a week	200 gms	The quality and size of the fish should be as per the standards
Chocos/Corn/Wheat flakes/Oats	Daily	Unlimited	Separate bowls should be provided for corn flakes
Health Drink	Daily	10-15 Gm	Bourn Vita/ Boost/ Horlicks has to be provided in breakfast
Boiled chana/ beans/ groundnut/sprouts/sweet corn	Daily	Unlimited	
Banana/Seasonal Fruits/cut fruits	Daily	3	As per seasonal availability

The Contractor should provide extra quantity if sought by the diner on payment basis, the rates will be decided by the mess committee with mutual consultation.

\*The seasonal fruits include Watermelon, Oranges, Guava, Papaya, Musk melon etc. (The quantity should be 2 units for 1 diner for whole fruit and 2 pieces for 1 diner if cut into pieces, the quantity will be decided by the mess committee with mutual consultation). The cut fruits should be provided 1 bowl per individual. The contractor should make all arrangements for procurement of seasonal fruits.

**Other Break fast items that may required to be served in Mess:**

Ragi Idly, Rava Idly, Masala vada Meethi Paratha, Mooli Paratha, Palak Paratha, Gobi Paratha, Mooli Paratha, Onion paratha, Pooari Chole/Sabzi, Mysore Bonda, Mangalore Buns, Ragi Dosa, Uttapam, Upma & Sira, Grilled Sandwich, Pongal, Tomatobath, Bisebelebath, Puloa, chicken popcorn, fish fingers, etc. and any equivalent breakfast item as decided by mess committee. (The list is indicative in nature and the mess

committee may add any items required in mutual consultation with the Contractor).

**Other Snacks items that may be required to be served in Mess:**

Kachori, Mysore bonda, Masala idli, Stuffed Samosa, methi pakoda, Aloo pakoda, Onion pakoda, Mix veg pakoda, Bread pakoda, masala puri, masala puffed rice and any equivalent snack item as decided by mess committee. (The list is indicative in nature and the mess committee may add any items required in mutual consultation with the Contractor).

**Lunch**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Lemon Rice + Plain Rice	Jeera Rice	Curd Rice + Plain Rice	Onion Fried Rice+Plain Rice	Egg Briyani/ Veg Biryani	Curd Rice + Plain Rice	Veg Fried Rice
Moong Dal	Chana Dal	Saboot Masur Dal	Dal Panchratn a	Masoor Daal	Dal Makhani	Plain Rice
Rasam	Sambar	Rasam	Sambar	Shezwan Sauce	Sambar	Toor Dal
Chole Masala/Torai + Chana	Mutter Phul Gobi Masala+Tindora Kabuli Chana Dry	Aloo Jeera+ Mushroom Masala	Paneer Kohlapuri / Chicken Kohlapuri	Dry Cabbage Manchurian+Black Chana Gravy	Mutter Paneer/fish curry	Egg Curry / Paneer Malai
Poori	Phulka Roti/ Plain Roti / Butter Roti	Phulka Roti/ Plain Roti / Butter Roti	Plain Roti / Butter Roti/ Naan	Phulka Roti/ Plain Roti / Butter Roti	Phulka Roti/ Plain Roti / Butter Roti	Phulka Roti/ Plain Roti / Butter Roti
Thandaai/ Badam Milk	Butter Milk	Lassi	Lemon Drink	Rasna	Veg Raitha	Mango Rasna
Green Chilli / Lemon Slices	Green Chilli / Lemon Slices	Green Chilli / Lemon Slices	Green Chilli / Lemon Slices	Green Chilli / Lemon Slices	Green Chilli / Lemon Slices	Green Chilli / Lemon Slices
Salad / Pickle	Salad / Pickle	Salad / Pickle	Salad / Pickle	Salad / Pickle	Salad / Pickle	Salad / Pickle
Rice Papad	Rosted Papad	Fried Papad	Moong Dal Papad	Fryums	Rice Papad	Fried Papad
Coconut barrfi	Gulab jamun	Jalebi	custurd	Kala jamun	Kheer	Rasgulla

### Dinner

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Plain Rice	Corn Rice	Onion Masala Rice	Lemon Rice	Veg Pulao	Veg Fried Rice + Fried Noodles	Paneer Biryani/ Chicken Biryani
Khichdi	Plain Rice	Plain Rice	Plain Rice	Mix Dal	Manchow Soup	Raita
Kadhi Pakoda	Moong Dal	Dal Panchratna	Dal Tadaka & Boondi Raitha	Paneer Jalfezi	Soya Chunk Masala	Chana Masala/
Moong Masala Dry	Paneer Butter Masala/ Chicken Butter Masala	Manchurian Gravy +Karela Fry	Aloo Mutter Gravy + Brinjal Dry	Mix Veg Raitha	Schezwan Sauce	Phulka Roti / Plain Roti / Butter Roti
Phulka Roti / Plain Roti / Butter Roti	Plain Roti / Butter Roti/Naan	Phulka Roti / Plain Roti / Butter Roti	Phulka Roti / Plain Roti / Butter Roti	Phulka Roti / Plain Roti / Butter Roti	Phulka Roti / Plain Roti / Butter Roti	Phulka Roti / Plain Roti / Butter Roti
Green Chilli & Lemon Slices	Green Chilli & Lemon Slices	Green Chilli & Lemon Slices	Green Chilli & Lemon Slices	Green Chilli & Lemon Slices	Green Chilli & Lemon Slices	Green Chilli & Lemon Slices
Salad & Pickle	Salad / Pickle	Salad & Pickle	Salad & Pickle	Salad & Pickle	Salad & Pickle	Salad & Pickle
Fried Papad	Moong Dal Papad	Fryums	Rice Papad	Rosted Papad	Fried Papad	Fryums
Boondi	Ice Cream	Jalebi	Gajar Halwa / Srikhand	Gulab- Jamun	Fruit Custard (With Minimum 3 Fruits)	Rasgulla

Item	Frequency	Quantity per Individual	Remarks
Roti (With Butter/without Butter)/Poori/Naan	Daily in both lunch and dinner	Unlimited	The butter should be kept on the serving table
Plain Rice/Curd Rice	Daily in both lunch and dinner/As per menu	Unlimited	
Sambar/Rasam	Daily in lunch with plain rice/As per menu	Unlimited	
Salad	Daily in both lunch and dinner	Unlimited	The salad should contain different vegetables daily
Pickle & Papad & Green Chilly & Lemon slices	Daily in both lunch and dinner	Unlimited	Lemon limited to 2 slices per diner
Curd	Everyday in in lunch and dinner	200 ml	The curd should not be diluted
Butter Milk/Lassi	2 times per week	250 ml	
Drink	Everyday in in lunch and dinner	250 ml	
Cold/Hot Badam milk	2 time per week	250 ml	
Flavored Rice/Special rice/Biryani/Pulav	Daily in both lunch and dinner/As per menu	Unlimited	Different Rice in different days
Dal	Daily in both lunch and dinner	Unlimited	As per menu without repetition
Ice Cream/ Kulfi	3 times per week	40-50 gm	
Sweet	5 times per week	100 Grams	As per menu without repetition
Chicken/Paneer	4 times per week	200 gms of Chicken/100-150 gms of paneer	The quality and size of the Chicken should be as per the standards
Only paneer sabzi	3 times per week	100 gms	
Dry Sabji	Daily in both lunch and dinner/As per menu	Unlimited	Enough green vegetables/ sprouts/ grams should be used without repetition
Vegetable curry	Daily in both lunch and dinner/As per menu	Unlimited	Enough green vegetables/ sprouts/ grams should be used without repetition
Raitha	4 times a week	Unlimited	
Fish	1 time a week	200 gms	The quality and size of the fish should be as per the standards

Egg curry/Paneer curry	2 time per week	150 gms paneer / 02 eggs	
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The Contractor should provide extra milk, eggs, curd, butter, ghee, and exotic salad if sought by the diner on a payment basis in both lunch and dinner. The rates will be decided by the mess committee on mutual consultation with the Contractor.

The Contractor should run a live counter and provide the services on demand as per diners' requirements.

**Dals:**

Dal makani, Dal tadka, Dal panchmahal, Rajma, Chole masala, Palak dal, Lasooni dal tadka, Thotakura pappu Dal fry, Dosakaya pappu, Gongura dal, masoor dal, Ridged Gourd dal, Cucumber dal, Moong dal, Tomato dal, Methi dal, Urad dal, Dal dhoki, Channa dal fry, Kaali dal, Dalcha, any other dal preparation as suggested by the Mess Committee.

**Dry sabjis:**

Beans poriyal, Brinjal fry, Brinjal & capsicum fry, Tindora fry/ Poriyal, Cauliflower fry, Gobi 65, Gobi masaladhar, Cabbage fry, cabbage pakoda, cabbage carrot fry, cabbage poriyal, cabbage with peas, Aloo jeera, aloo deep fry, aloo gobi, Potato brinjal fry, Cluster beans, Bhendi peanut fry, Bitter gourd, Raw banana fry, Beetroot poriyal, Carrot fry, Mix vegetable dry, Soya bean fry, Lady finger fry, potato fry, Beans fry, Veg jalfrezi, , any other dry sabji as suggested by the Mess Committee.

**Vegetable curries:**

Mutter do Piyaza, Corn palak masala, Aloo tomato curry, Kadi pakodi, Dum aloo banarasi, Malai kofta/ hairyali kofta, Kadai veg, Mix veg curry, Veg jaipuri, Veg chatpata, Aloo palak, Bhendi do pyaza, Brinjal mutter curry, Dhai baingan, Tomato drumstick curry, Capsicum masala, Aloo mutter curry, Bottle guard curry, Alo gobi masala, Veg korma, Aloo gobi masala, aloo beans curry, Turai channa, Veg Manchurian, Mutter masala, Mix vegetables in hot garlic sauce/ Soya sauce, any other vegetable curry as suggested by the Mess Committee.

**Non-veg**

**curries:**

Butter chicken, chilly chicken, fish curry, chicken biryani, etc. Any other curry as suggested by the Mess Committee.

**Drinks:**

Rasna, Tang, Roohafza, Khus sharbat, Lemon juice, Jaljeera, Aam Panna, and any other drink as suggested by the mess committee.

**Flavored/Special rice:**

Jeera rice/pulao, Peas pulao, Veg pulao, Veg fried rice, Gobi fried rice, Bisebelebath, Kichidi, Coconut rice, Lemon rice, Navaratan pulao, Tomato Rice, tamarind rice, puliogare any other special rice as suggested by the Mess Committee

**Sweets**

Carrot Halwa, Gulab Jamun, Kalakand, Jalebi, Shahi Tukda, Milk Barfi, Coconut Barfi, Laddu, Sheera, Cold Rice kheer, Boondi rabdi, Ras malai, any other sweet as per the suggestion of Mess Committee.



**Note- ( special meals to be served on every semester start, semester end, special occasions/festival including special luncheon, dinner nights the price should be included in the daily rate quoted no extra payment will be made to the caterer for special lunch/dinner. The menu and date will be decided by the mess committee with mutual consultation)**

### List of Extra Items to be served in Mess

(The items and their indicated Rates are purely representational. The final item list & prices may differ as per the mutual acceptance between Mess Committee & the Caterer)

ITEM	Quantity	Price inclusive of GST
Palak Paneer	100 GM	40/-
Paneer Butter Masala	100 GM	40/-
Paneer Hariyali Masala	100 GM	40/-
Chilli Paneer	100 GM	45/-
Paneer 65	100 GM	45/-
Egg Masala / Curry	2 Eggs	30/-
Egg Burji	2 Eggs	30/-
Chicken 65	150 GM	60/-
Chilli Chicken	150 GM	60/-
Chicken Hariyali masala	150 GM	50/-
Butter Chicken Masala	150 GM	60/-
Chicken Kohlapuri	150 GM	50/-
Kadai Chicken	150 GM	50/-
Methi Chicken	150 GM	50/-
Chicken Curry	150 GM	50/-
Onion pakoda	100 GM	15/-
Paneer pakoda	100 GM	40/-
Mirchi bhaji	2 PIECES	15/-
Aloo bhaji	2 PIECES	10/-
Chicken Lollipop	100 GM	60/-
Chicken Kabab	100 GM	50/-
Gobi manchurian	100 GM	30/-
Gobi 65	100 GM	30/-
Paneer Tikka	100 GM	50/-

The mess Committee may request any other items as per the requirements of the Diners.

**List of Permissible Brands**

<b>Item</b>	<b>Brands</b>
Salt	Tata, Annapurna, Nature fresh, Aashirwad
Spices	M.D.H., Badshah, Everest , MTR
Chicken	Godrej Real good, Suguna, Vencob
Fish	Suguna, Vencob
Ketchup	Maggi, Kissan, Heinz, Verba Gemini
Refined Oil/cold pressed (Sunflower/ groundnut/ rice bran)	Sundrop, Godrej, Saffola, Fortune, Dhara *** (Use of Hydrogenated Vanaspati oil is prohibited)
Pickle	Mother's, Pravin, Priya, Bedekar, Nilon's
Atta	Ashirvad, Pillsbury, Annapurna, patanjali
Instant Noodles	Maggi, Top Ramen, Patanjali
Flavoured drinks	Rasna, Roohafza, Tang
Papad	Lijjat, Mother's, Priya
Bread	Britannia, Big Bread
Cornflakes	Kellogg's, Quaker, Nestle
Jam	Kissan, Maggi, Delmonte
Ghee	Amul, Britannia, Nandini, Sphurti
Shrikhand	Amul, Warana, Sphurti
Frozen yogurt	Nandini, Sphurti, Amul
Milk / Curd / Butter	Aditya, Arokya, Hatsun, Amul, Nandini *(Shubham), Krishna, Dodla
Paneer	Amul, Nandini, Sphurti, Krishna
Tea	Red Label, Tata, Taj Mahal, Kannan devan
Coffee	Nescafe, Bru, Sunbean
Ice Cream	Amul, Vadilal. Natural's, Kwalitiy, Arun
Soya	Nutrella, Fortune, High Meal-maker
Frozen Peas	Safal (offseason), McCain, Watties
Cheese	Amul, Britannia, Motherdairy, Nandini
Rice	Sona Masoori, Long grain rice
Basmati Rice for special rice	Everyday, Daawat, Devaaya, Indian Gate
Custard Powder	Brown & Polson, Pillsbury, Birds
Handwash	Lifebuoy, Dettol, Godrej - (non-diluted)
<p>All non branded items should be used as per the suggestions of the Mess Committee. If any brand is not available in the local market the brand may be replaced with equivalent brand only with the approval of Mess Committee. The Bidder should make sure that all the brands mentioned above are strictly followed without fail use of non branded items will attract penalty</p>	

# Mess Operations at IIT Dharwad

Presented by

[Name of the Company/Firm]

[Date]

IIT Dharwad

# Eligibility Criteria

The bidder should be a registered firm/company/co-operative society engaged in catering/mess services for at least **3 years**.

The bidder should have successfully provided similar services in **Central/State Government Institutions, IITs, NITs, or reputed organizations**.

The bidder must have a **minimum annual turnover of ₹5 crores** during the last three financial years.

The bidder should possess a **valid FSSAI License** and all relevant statutory registrations (GST, PAN, ESI, EPF, Labour License).

The bidder should not have been blacklisted or debarred by any Govt./PSU/Autonomous Body.

# 1. Overview of the Company

- Company profile and credentials
- Growth of the Organization in last three to five years
- Establishment and Experience in Catering Services
- Client Base Across India – Focus on CFTIs
- Client Feedback and Key Achievements
- Catering Challenges noted at IIT Dharwad and proposed solution to overcome them.
- Audited balance sheets of the last 3 years

## 2. Operational Strategies

- Smart Kitchen Operations adopted by the institute
- Attendance and Meal Management
- Effective Staff Management and Regular Training
- Employing trained manpower with valid medical certificates.
- Proper waste segregation and disposal as per local norms.
- Compliance with all statutory laws including FSSAI, Labour, and Minimum Wages Act.

# 3. Enhancing Student Experience

- Regular Tasting of foods and Quality Checks
- Adequate Quantity of Food Items
- Fresh, Hot and Well Cooked Food
- Efficient Service – Minimize Queues and Waiting Time
- Menu Rotation and Occasional Special Items



# 4. Sustainable Practices and Operational Excellence

- Hygiene and Quality of the food
- Nutrient value of meals
- Fresh and Good Quality Raw Materials
- Storage and Periodic Check of Raw Materials
- Regular Monitoring and Feedback from Students
- Immediate Corrective Action for Complaints
- Waste Management

# 5. Staff Hygiene, Discipline, and Performance Review

- Hygiene and Regular Health Checkup for Staff
- Employee Punctuality and Time Discipline
- Regular Review of the Operations

- The presentation must include the points as described in previous slides
- The vendor may include additional points over and above those listed. There is no restriction on the number of slides; however, the time slot allotted to each vendor for presentation is 20 minutes.