

OFFICE

**OFFICE OF HOSTEL MANAGEMENT IIT MADRAS
CHENNAI – 600 036**

**REQUEST FOR PROPOSAL FROM FOOD CONSULTANTS
(2019-20)**

Schedule of Tender

S. No.	Event	Details
1.	Name of the work	Providing Food Consultancy services
2.	Period	01-10-2019 TO 30-09-2020
3.	Validity of the tender	90 days from the date of opening tender.
4.	Tender Cost	1000/-
5.	Sale of tender	From: 04.09.2019 to 12.09.2019 Timings: 11:00 AM to 3:00 PM
6.	Last date for submission of bids with all documents & annexures (duly signed by Owner/ Authorized Representative of Company/Firm/Agency on each page)	16.09.2019 up to 3.00 PM
7.	Pre-bid meeting	13.09.2019, 3.30 pm
8.	Opening of Technical Bid	16.09.2019 at 4:30 PM
9.	Presentation on Technical Bid by bidders, if required	Will be communicated by Phone/email etc.
10.	Opening of Commercial Bids	Will be intimated later to technically qualified tenderers
11.	Earnest Money Deposit (EMD)	Rs. 5,000/- (refundable)
12.	Address for submission of tender	Chairman, Council of Wardens and Hostel Management, IIT Madras, Chennai-600 036

REQUEST FOR PROPOSAL

ELIGIBILITY CRITERIA:

Sealed tenders are invited from experienced Food Consultants for providing consultancy services for a period of one year from the date of award of contract (01/10/2019 to 30/09/2020) as per the eligibility criteria given below:-

- a) The service provider should possess Hospitality or Culinary related degree.
- b) The service provider should have a minimum of 5 years of experience in food service related establishment preferably as a Chef.
- c) The service provider should be well conversant with Hazard Analysis and Critical Control Point (HACCP) procedures and applications and FSSAI guidelines.
- d) Should possess excellent communication skills both written and verbal.
- e) Should possess the ability to prioritise tasks to meet deadlines.
- f) Should possess working knowledge of Microsoft Word and Excel.
- g) Must possess a strong sense of urgency, hands on Management style and attention to detail.
- h) Must possess demonstrated strong leadership skills and team player.
- i) Proven ability to work independently and with others.
- j) Strong critical thinking and problem solving skills required.
- k) Should possess a strong interest in food and cooking.
- l) Should possess hands on experience with various kitchen equipments
- m) Should possess advanced knowledge in culinary.
- n) Should possess excellent time management skills.
- o) Should be familiar with Sanitation regulations

The Tender document can be obtained in person/by post from the Office of Hostel Management, IIT Madras Campus, Chennai 600036, on production of the request letter along with a Demand Draft for Rs.1000/- drawn in favour of the "Chairman (Council of Wardens)" on behalf of O/o Hostel Management (OHM), IITM payable at Chennai dated not before **04-09-2019**. Alternatively, the bidder may download the Tender document from the CCW website from the following link www.ccw.iitm.ac.in. The downloaded tender form must be accompanied by a DD towards cost of tender document at the time of submission and should be submitted alongwith the Technical Bid.

All tender forms must be completed in all respects and dropped before the last date and time, mentioned, in the Tender Box placed at the above-mentioned address along with the other tender documents and an additional DD for Rs. 5,000/- drawn in favour of the "Chairman (Council of Wardens)" on behalf of O/o Hostel Management (OHM), IITM payable at Chennai, towards the Earnest Money Deposit (EMD).

Bidders will submit "Technical Bid" and "Financial Bid" in two separate sealed envelopes, addressed to the Chairman (Council of Wardens), IIT Madras, Chennai-600036.

Both the sealed envelopes of "Technical bid" and "financial bid" should be kept in third envelope sealed and superscribed as "**Tender for Food Consultant**".

In the Technical bid, the bidders will have to accept all the terms and conditions as mentioned in tender document. The validity period of the tender shall be 90 days from the date of opening of tender document.

Bidder will also have to submit all the necessary documents in support of their eligibility in in the Technical Bid.

“Financial Bids”, in respect of only those bidders will be opened, whose “technical bids” have been found acceptable as per eligibility criteria as prescribed.

OHM reserves the right to accept / reject any or all of the tenders without assigning any reason whatsoever. Unrealistic prices quoted by the bidder would debar them from being considered for this and the future contracts by this office. Tender submitted without a valid earnest money shall be disqualified.

The right is reserved by the OHM to revise or amend the tender documents prior to the date notified for submission of the tender. The addendum or corrigendum shall be notified/published at CCW Website. Bidders are advised to see the CCW website regularly for any such addendum/corrigendum.

The Earnest Money will be refunded without any interest to all the unsuccessful bidders after the award of the work subject to the relevant provisions in the tender documents. Any false information furnished by the tenderer shall lead to the forfeiture of the earnest money.

Applications are liable to be summarily rejected due to incomplete, incorrect information and / non fulfilment of eligibility criteria. OHM’s decision shall be final and binding on the bidders.

Sealed tenders/envelopes superscribed as “**Tender for Food Consultant**” should be addressed to:-

Chairman Council of Wardens and Hostel Management,
IIT Madras
Chennai – 600036.

And must be submitted by due date and time of submission date. Tenders received thereafter will not be considered. Authorized representatives of the agency/firm may be present at the time of opening of tender.

The tenderer shall not be entitled for any compensation for loss suffered by hindrance on account of delays in commencing, executing the work, whatever the cause for such delays.

Chairman (Council of Wardens)

Tender Evaluation:

- a) The weightage for technical parameters (non-financial matters) : 50%
- b) Weightage for financial parameters : 50%

The proposal(s) with highest weighted combined score (quality and cost) shall be selected.

Maximum technical marks to be allotted by the evaluation committee would be 50. The tenderer has to score a minimum of 25 marks to be eligible for evaluation of financial bid. If none of the bidders have a technical evaluation score of 25 and more, then the financial bid of the bidder who has scored highest technical score among the participating bidders will be taken up for further consideration. The criteria for awarding the marks for technical evaluation are as under:

Sl. No.	Parameter	Marks
1.	Presentation/Interview before the Committee to analyze the capability/compatibility of the Consultant.	25
2.	Experience and qualifications	25
	TOTAL	50

Evaluated Bid Score (B) will be calculated for each responsive bid using the following formula:

$$B = \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1 - X)$$

where,

C = Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive bids

T = the total Technical Score awarded to the Bid

T_{high} = the Technical Score achieved by the Bid that was scored best among all responsive bids

X = Weightage for the Price bid

The best Evaluated Bid Score (B) among responsive bids shall be the most advantageous bid. In case of a tie, the tenderer with higher technical marks would be allotted the contract. Further, even after doing so if there is a tie then the committee will decide on the appropriate procedure to be adopted for determining the eligible tenderer for award of contract.

Final selection of the tenderer shall be based on the scoring system mentioned above. If the Tender Committee arrives at a decision that the rate quoted by any Bidder is too low with reference to the quality of services expected by the Institute,

the respective tenders are likely to be rejected from further consideration. The Tender Committee reserves the right to negotiate the prices quoted by the Bidders.

Note: The marks awarded for Tender Evaluation by the constituted committee shall be final and binding on the tenderers.

Background

There are 3 central dining facilities located at Himalaya, Vindhya and Nilgiri buildings in the Hostel Zone of IIT Madras. These dining facilities cater to the dining needs of about 10000 students coming from different parts of the country. These catering facilities are subject to FSSAI Audit periodically. It is the endeavour of Hostel Management to provide wholesome and nutritious food to all the diners in these mega messes duly complying with food safety regulations.

Scope of Consultancy Services

1. Planning menus in consultation with students, Mess Monitoring and Control Committee (MMCC) and OWzone.
2. Suggesting new recipes which are palatable, cost effective and generate less food waste.
3. Manage customer relations by interacting with students to get the honest feedback. Shall take care of complaints from students related to food preparation, quality and service levels.
4. Train the kitchen staff and to ensure that they carry out their duties to their maximum potential.
5. Inventory Management to decide as per requirement (ingredients, equipments etc.) to order from the suppliers.
6. Inspect the freshness of ingredients. Monitor cleanliness and sanitation in the kitchen. Ensure that proper timings are maintained and the students are not made to wait to have their food.
7. Monitor and ensure that kitchen safety standards are followed. Look after the functionality of kitchen equipment to avoid any untoward incident.
8. Responsible for acquisition of required goods and services for overall kitchen management.
9. Ensuring proper grooming and hygiene standards of the kitchen and its staff.
10. To participate in food tasting sessions and score the food based on palatability, quality, presentation etc., as and when requested in connection with various events being conducted inside IIT Madras campus.
11. Assist in arriving at the estimated daily rate in connection with the catering tenders.
12. Submit weekly report in respect of each mess. A minimum of two reports should be submitted in respect of each mess.
13. Attend the monthly meetings of Manager and Cooks of the messes. Apart from these meetings any other meetings if summoned should be present.

Jurisdiction:

The Parties hereby agree that the Courts in the City of Chennai, Tamil Nadu, India alone shall have the jurisdiction to entertain any application or other proceedings in respect of

anything arising under this Agreement and any award or awards made by the Arbitrator hereunder shall be filed in the concerned Courts in the aforesaid City only.

FINANCIAL BID

(To be submitted in separate sealed envelope superscribing "Financial Bid" on Firm's letterhead)

To

The Chairperson Council of Wardens,
Office of the Hostel Management,
IIT Madras, Chennai – 600036.

Dear Sir,

Sub: Providing food consultancy services – reg.

I/We hereby submit our quote as under:

Type of Service	Basic Rate per month (in Rs.)	GST (in Rs.)	Total Rate (in Rs.)
Food Consultancy Services			

(The tenderer shall quote in figures and words)

Submitted by,

Signature :

Name :

Contact No. :

Model Agreement Form

This Consultancy Agreement (hereinafter referred to as the "Agreement") is dated as of ----
----- (hereinafter referred to as the "Effective Date"), and is made
by and between ----- (hereinafter referred to as the "Consultancy Firm"), Food
Consultants, represented by its ----- Officer, Mr. ----- and is a Consultancy
Firm registered in ----- with its registered office at ----- and
the Office of Hostel Management, IIT Madras, Chennai-600036 (hereinafter referred to as
OHM) represented by its Chairman Council of Wardens and is hereby designated as the
Authorized Representative for all issues pertaining to the OHM.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expressions shall have the same meaning as are respectively
assigned to them in the Conditions of Contract referred to.

The following documents shall be deemed to form and be read and construed as part of this
Agreement viz.,

- ❖ The Purchaser's Award Letter
- ❖ The RFP duly signed by the Bidder
- ❖ Scope of work

NOW IT IS HEREBY AGREED AS FOLLOWS:-

1. In consideration of the payment to be made to the Consultancy Firm as herein provided,
the Consultancy Firm shall upon & subject to the said conditions execute and complete
the work shown upon the said conditions and schedule of quantities.
2. OHM shall pay the Consultancy Firm such sums as shall become payable hereunder at
the kinds and in manner specified in conditions.
3. The scope of consultancy services shall be read and form part of the agreement and
parties will hereto respectively abide by/submit themselves to the conditions and
stipulation (scope of consultancy services and other conditions) and perform the
agreement on their part respectively as contained in the scope and such conditions.
4. It is also agreed that OHM may in the event of termination of contract as provided
herein, having regard to exigencies of matter, avail consultancy services in its discretion
from any other source/agency from the date of notice.
5. All the disputes arising out of or in any ways connected with this agreement shall be
deemed to have arisen in Chennai & only in the Courts in Chennai shall have jurisdiction
to determine the same.
6. Every visit by the Consultancy Firm will be documented and the report in respect of the
services rendered during their visit would be signed by respective Mess Managers and
countersigned by the nominated representative from the OHM.

7. An exclusive WhatsApp group with the Officers/staff from OHM and the top executive & other members representing the Consultancy Firm would be created to monitor the performance of the Consultancy Firm. The Consultancy Firm shall carry out the instructions issued through this group.
8. The Consultancy Firm is willing to receive communication from the purchaser in the form of WhatsApp messages, SMS, calls, emails etc.
9. The top executive of the Consultancy Firm shall be present in the Mess Monitoring and Control Committee (MMCC) meeting convened on last Saturday of every month.
10. The contract can be terminated by either parties by giving 30 days' notice.
11. Payment terms:
 - a. Both parties agree that the Consultancy Firm will be paid a monthly retainer by OHM for "Scope of Service" rendered. The amount agreed upon is Rs.-----
 - b. Payment shall be made on or before the 5th of each month for the previous month
 - c. The prevailing GST shall be paid additionally.
 - d. Tax deduction at source at the prevailing rate of 10% shall be applicable at the time of invoice. The OHM shall provide appropriate TDS Certificates quarterly as required by the Consultancy Firm.
 - e. OHM agrees to amend the amount as required according to amendments in taxation.
 - f. All additional expenses for the OHM are to be borne with prior consent of OHM, which shall be reimbursed in full to the Consultancy Firm. Payment for the same shall be done upon submitting appropriate invoices or vouchers.
 - g. The following are the details of the Consultancy Firm:

PAN No.	
GST No.	
Bank Account (Branch)	
Bank Account No.	
IFSC Code	

12. The contract has been carefully read by us and fully understood by us.

13. The agreement is for period of _____ from _____ to _____ for Rs. _____ per annum (including GST).

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day, month and the year first above written.

Signed, Sealed and Delivered for "OHM" by it's constituted Attorney.		Signed, Sealed and Delivered for _____ by it's constituted Attorney	
Signature	Signature
Name	Name
Designation	Designation
Address	Address
Company	Company
Date	Date
Company	Company
Seal	Seal
Witness I		Witness II	
Signature	Signature
Name	Name
Designation	Designation
Address	Address

Date	Date

