

**CHAIRMAN COUNCIL OF WARDENS AND HOSTEL MANAGEMENT
INDIAN INSTITUTE OF TECHNOLOGY MADRAS, CHENNAI 600036**

Tel: 044-2257 8501

Website: www.ccw.iitm.ac.in



TENDER DOCUMENT

Date of release of tender: 28-05-2019

Price: Rs. 15000 (Fifteen thousand only)

NAME OF WORK	:	Providing catering services in the central dining facilities
PERIOD	:	July 29, 2019 to July 2020
VALIDITY OF THE TENDER	:	90 days from the date of opening of the tender
BID SECURITY	:	Bid securing declaration to be submitted
PERFORMANCE SECURITY	:	Rs. 25,00,000/-
PRE-BID MEETING	:	03-6-2019, 15:00 hrs
LAST DATE OF TENDER SUBMISSION	:	13-6-2019, 15:00 hrs
ADDRESS FOR SUBMISSION OF TENDER	:	Chairman Council of Wardens and Hostel Management, IIT Madras, Chennai – 600 036
DATE OF OPENING OF TECHNICAL BID	:	19-6-2019, 10:00 hrs
DATE OF OPENING OF FINANCIAL BID	:	Will be intimated later to technically qualified tenderers



**Office of the Chairman Council of Wardens and
Hostel Management**
IIT Madras, Chennai 600036

Tel: 044-2257 8501, email: ccwoffice@iitm.ac.in

LIST OF SCHEDULES, ANNEXURES, FORMS AND ADDITIONAL DOCUMENTS

I. Schedule A: Basic details

- a) Annexure A-1: Proof of payment of GST and Income tax
- b) Annexure A-2: Details of academic institutions served
- c) Annexure A-3: Details of non-academic institutions served
- d) Annexure A-4: Details of quality certificate obtained, if any
- e) Annexure A-5: Solvency certificate
- f) Annexure A-6: Balance sheet details
- g) Annexure A-7: Performance report for works referred to in Annexure 2 & 3

II. Schedule B: Terms and conditions

III. Schedule C: Scope of work

IV. Schedule D: Financial bid

V. Forms

- a) Bid securing declaration
- b) Performance Bank Guarantee
- c) Annexure C-1: Model feedback form for evaluation
- d) Annexure C-2: Minimum staff requirements
- e) Table C1-C4 : Menu

VI. ADDITIONAL DOCUMENTS:

Copy of Valid Central FSSAI license

**NOTICE INVITING TENDERS FOR PROVIDING CATERING SERVICES IN
THE HOSTEL AND CENTRAL DINING FACILITIES**

Last date for submission of Tender: 13-06-2019 by 15:00 hrs

Dear Sir/Madam,

The Hostel Management proposes to select Caterers for catering services in the central dining facilities having capacity ranging from 500 to 900 students conforming to the specifications given in the annexed schedules. The initial contract would be for a period of one year, extendable by another year on mutual agreement based on the satisfactory performance of Caterers. The performance would be reviewed by Mess Monitoring and Control Committee (MMCC) at the end of the initial contract period. 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.15000/- drawn in favor of the "Chairman (Council of Wardens)" on behalf of O/o Hostel Management (OHM), IITM payable at Chennai dated **on or before 13-06-2019**.

The tenders should be submitted under the two-bid system, i.e., Technical bid and Financial bid, in separate sealed covers as instructed below. The duly signed tender documents (with Technical and Financial bids in separate covers) shall be either sent to the address mentioned below by speed/registered post, or dropped in the tender box kept in the Office of Hostel Management, IIT Madras Campus, Chennai 600036, **so as to reach on or before 13-06-2019 by 15:00 hrs**. Tenderers, who wish to participate, shall submit both the Technical and Financial bids, in two separate sealed envelopes. Technical bids of the tenderers will be opened by the Committee to decide the technical suitability of their service based on the pre-laid terms and conditions. Performance of Catering contractors, who are currently serving at IITM will be assessed based on the Mess Monitoring and Control Committee (MMCC) report of the year 2018-2019. Service places of the invited tenderers, as mentioned by them in the Technical bid document, shall be inspected by the Committee members to assess their suitability of service. The inspection report based on the surprise visit to their clients' place(s) and feedback will form a valuable input for the short-listing process.

Schedule for opening of Technical bids: 15:00 hrs on 19-06-2019.

Venue: Conference Hall, Office of Hostel Management, IIT Madras.

Technical bids with any price indications will be summarily rejected. The Financial bids/offers will be opened only for the qualified bidders whose Technical bids are acceptable to the Committee. The schedule for opening financial bids will be intimated to short-listed tenderers. Final selection of the Caterer(s) will be based on a cumulative weighted scoring of technical evaluation, site inspection and presentation. **The decision of the Tender Committee is final and binding in awarding the tendering contracts.**

Chairman (Council of Wardens)

Tender Schedule

Office of the Chairman (Council of Wardens) and Hostel Management
IIT Madras, Chennai 600036

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

Important conditions of the tender process to be followed by all tenderers

1. Eligibility to participate in the tender:

This is an open tender process. Caterers will be invited to participate for mess tendering process. Upon acceptance, Caterers need to pay non-refundable amount of Rs. 15000/- (tender fee) to OHM for obtaining the tender document.

1. Submission of Tender:

The tender can be submitted on all days except Sundays. The due date and time for the submission of the tender is on or before **13-06-2019 by 15:00 hrs.** In the event of this day being declared as a holiday, the tenders can be submitted up to **15:00 hrs** on the following working day.

2. Two-bid System:

The offers/bids should be submitted under the two-bid system, i.e., Technical bid and financial bid. The following documents are required to be submitted in response to the tender notice.

- Technical Bid should consist of all the details as specified in the Schedules along with commercial terms and conditions. *There should be no cost indication whatsoever in the Technical Bid.*
- Bid Declaration
- Signed documents of Tender Schedule, Schedule B, Schedule C, Annexure B, Annexure C-1 & C-2, are to be placed and sealed in Envelope 1. This envelope shall be super-scribed as "Tender Schedule and Annexures".
- Envelope 2 shall contain the Financial bid indicating the details of the rate for each item the Caterers are willing to quote and operate with for the entire tender period. The format to be used for the quote is given in Schedule D – Financial bid. This envelope should be sealed and super-scribed as "Financial Bid".
- All the above two envelopes, namely, Envelopes 1 & 2, must be placed in a larger envelope, sealed and submitted on or before the due date and time. The larger outer envelope shall be super-scribed as "**Tender for Providing Catering Services for the Hostel Management: 2019-2020**".

2. Bid Security:

In lieu of Bid Security all the catering contractors are required to sign a bid securing declaration in the format appended. The bid securing declaration shall be furnished by the catering contractor in the company's letter head duly affixing name and seal of the Managing Director/Managing Partner/owner.

3. Performance Security:

- a) The catering contractor shall furnish a performance security of Rs. 25,00,000/- (Rupees Twenty Five lakhs) in the form of a Bank Guarantee from a commercial bank in the format appended for proper performance of the

contract agreement, (not withstanding and/or without prejudice to any other provisions in the contract) within a period of 7 days from the date of issue of letter of acceptance. This period can be further extended by the Chairman, Council of Wardens upto a maximum of 7 days on written request by the bidders stating the reasons for delay in procuring the performance guarantee, to the satisfaction of the Chairman, Council of Wardens.

- b) The performance guarantee shall be validated upto the stipulated date of completion plus 6 months beyond that. In case the time for completion of work gets enlarged, the catering contractor shall get the validity of performance guarantee extended to cover such enlarged time for completion of work. After recording of the completion certificate for the work by the competent authority, the performance guarantee shall be returned to the catering contractor, without any interest.
- c) The Chairman, Council of Wardens shall not make a claim under the performance guarantee except for amounts to which OHM is entitled under the contract (not withstanding and/or without prejudice to any other provisions in the contract agreement), in the event of,
 - i. Failure by the catering contractor to extend validity of the Performance guarantee as described herein above, in which event Chairman, Council of Wardens may claim the full amount of the performance security.
 - ii. Failure by the catering contractor to pay OHM any amount due, either as agreed by the catering contractor or determined under any of the rules/clauses/terms and conditions of the agreement, within 30 days of the service of the notice to this effect by Chairman, Council of Wardens.
- d) In the event of the catering contract being determined or rescinded under provision of any of the rules/clauses/terms and conditions of the agreement, the performance security in the form of Bank guarantee shall stand forfeited in full and shall be absolutely at the disposal of OHM.

4. Authority to Sign:

The tenderers must duly sign all documents.

- a) If an individual or a proprietor of a firm is a signatory, he/she must sign above the full typewritten name and current address.
- b) In the case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm (a certified copy of the Power of Attorney must accompany the Documents) must sign; however all dealings with IIT Madras must undertake by owner/Managing Partner/Managing Director. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished.
- c) In the case of a limited Company or a Corporation, the Documents shall be signed by a duly authorized person holding Power of Attorney for signing the Documents, accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

5. Compliance/Confirmation:

Compliance or Confirmation report with reference to the Basic Technical Details (Schedule-A), Terms & Conditions for running the dining facility (Schedule-B), and Scope of Work and Details of Menu (Schedule-C) must be included in the tender bid/offer.

6. Opening of the Tender:

Tender committee duly constituted for this purpose, in the presence of such tenderers or their authorized representatives, who choose to be present, at the appointed place, time and date, shall open the tenders. Offers found without the Bid Securing declaration will be summarily rejected. Unopened tenders will be returned to such tenderers. The Technical bids will be examined to decide their service suitability for the said work. Tenderers whose Technical bids are not found acceptable will be advised of the same and their sealed covers containing the respective Financial Bids will not be opened. Only those financial bids of the tenderers whose Technical bids are qualified will be opened. However, the financial bids of all tenderers who qualified Technical bid will be opened subject to verification of their compliance with the Tender Schedule, Schedule B, Schedule C, Annexure B, Annexure C.

7. Visit to Tenderers' Clients:

Complete details of clients of the tenderers must be enclosed with the Technical bid. Clients' addresses, name(s) of contact person(s) with phone numbers must be listed in the enclosure. The Tender Committee will carry out surprise visits to establishments/mess/dining facilities serviced currently by the tenderers, and their reports will form valuable input for the short-listing process.

8. Tender committee duly constituted for this purpose, will invite qualified tenderers for performance presentation at the appointed place, time and date.

8 a. Daily rates:

The Financial bid must include price quoted as Daily rate per student + all applicable taxes indicated and prices of extra items as indicated in the price bid format. The price must include cost towards the basic menu, with a pre-imposed condition that extras should be served as per the schedule listed along with the menu. Non-availability of extra items as mentioned in the schedule will be viewed seriously and shall amount to additional non-compliance charges. All prices quoted by the tenderers should be inclusive of all applicable taxes and service charges, as levied by Central and State Governments. The percentage of taxes and service charges must be clearly indicated therein. **It is important to note that successful Caterers should publish the menu along with the list of extra items for each course of the day for the complete month, in advance. Mess Monitoring and Control Committee (MMCC) must approve the said notification.**

8 b. Serving extras on daily basis

List of extra items (at least three extra items for lunch and dinner and two items for breakfast and evening tea) being offered on the following day should be notified to the students on the evening of the preceding day itself. This list can be displayed on the notice board, in front of the dining hall to draw attention of the students dining in the respective facility. Students shall register for the desired extras, through the registration procedure followed by each Caterer. For example, they can maintain a separate register to notify the pre-booked extras or they can issue tokens etc. The respective Caterer will completely and independently manage this procedure. Extras should be sold to the students through the swipe card system. The Caterers are committed to serve the extras as pre-booked by the students during the normal working hours of the mess. Over and above, if any extras remain unsold during the course of

lunch and dinner, the same shall be sold to the students who have not pre-booked for the extras.

9. Alternative Proposals:

Tenderers shall submit offers that strictly comply with the requirements of the Tender Document. Any alternatives or modifications shall render the respective Tenderers invalid. Offers with conditional rebate will become automatically invalid.

10. Validity of Offer:

Tenderers shall agree to keep the tender open for ninety (90) days from the due date of submission thereof and not make any modifications in the stated terms and conditions.

11. Late offer:

The offers received after the due date and time will not be considered and the same will be returned unopened to the respective tenderers.

12. Acceptances and Rejection:

The Tender Committee and the Hostel Management reserves the right to shortlist/reject any or all tenders and accepts the whole or any part of a tender without assigning any reason.

13. Special condition, as applicable to Food court:

Tenderers shall also submit their financial bid, quoting their rates for each item listed in the food court menu. All prices quoted by the tenderers should be inclusive of taxes and service charges, as levied by the Central and State Governments. The percentage of taxes and service charges must be clearly indicated therein. **It is important to note that Hostel Management reserves the right to not to operate the Food Court if it is not found viable and practical with respect to the number of students who opt for the Food Court(s). Further, it is important to note that the Caterer to whom food court(s) is allotted should be willing to operate one of the menus namely: North Indian/South Indian/Food Court or combination of Food Court with one menu in the same allotted venue, if required.**

14. Tender Evaluation:

- a) The weightage for technical parameters (non-financial matters) : 70%
- b) Weightage for financial parameters : 30%

Maximum technical marks to be allotted by the evaluation committee would be 200. The tenderer has to score a minimum of 150 marks to be eligible for evaluation of financial bid. If none of the bidders have a technical evaluation score of 150 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.	General Assessment	100
2.	Inspection reports	75
3.	Presentation	25
	TOTAL	200

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

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 tenderer with 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.

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

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 and quantity 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. The catering service contract shall also be split among the successful bidders for operational and other reasons, as decided by the **Tender Committee and the O/o Hostel Management**, whose decision will be final and binding in this matter.

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

15.1 General Assessment Sheet:

S.No.	Description	Maximum Marks
1.	Providing catering services in academic institutions/CFTI and non-academic institutions	40
2.	Catering License	Compulsory
3.	Quality Certificate (ISO etc.)	Compulsory
4.	Bidder Solvency (as per the format given in the tender documents)	5
6.	Central FSSAI License	Compulsory
7.	PAN	Compulsory
8.	GSTIN	Compulsory
9.	EPF	Compulsory
10.	ESIC	Compulsory
11.	Weightage based on the balance sheets for the financial years 2015-16, 2016-17, 2017-18, 2018-19 (provisional).	30
12.	Weightage based on the performance report	15
13.	Total No. of employees	10
	TOTAL	100

15.2 Criteria for General Assessment:

1. (A) Academic/CFTI Institutions

- a) Providing catering services to 751 and above - 20 marks
- b) Providing catering services to 501 to 750 - 15 marks
- c) Providing catering services to 251 to 500 - 10 marks
- d) Providing catering services to 100 to 250 - 5 marks
- e) Providing catering services to < 100 - No credit

+

Providing catering services in (2 to 5) academic/CFTI institutions – 10 marks

+

Providing catering services to more than 5 academic/CFTI institutions – 10 marks

(B) Non- Academic Institutions

- a) Providing catering services in 2 to 5 outlets - 10 marks
- b) Providing catering services in more than 5 outlets - 10 marks

Both A & B put together is subject to a maximum of 40 marks.

2. Balance Sheets

- Turnover >5 crores - 7.5 marks
- 2 crores <Turnover <5 crores - 5 marks
- 1 crore < Turnover < 2 crores - 2 marks
- 50 lakhs <Turnover < 1 crore - 1 mark

3. Performance Reports

- a) Very Good - 15 marks
- b) Good - 10 marks
- c) Fair - 5 marks

4. Employees

- a) >30 - 10 marks
- b) 25 to 30 - 8 marks
- c) 20 to 25 - 6 marks
- d) 15 to 20 - 4 marks
- e) 10 to 15 - 1 mark
- f) <10 - No credit

16. Disputes and Jurisdiction:

Any legal disputes arising out of any breach of contract pertaining to this tender process shall be settled in the court of competent jurisdiction located within the city of Chennai in Tamil Nadu.

17. Schedules:

- a) The Tender schedule highlights the important service conditions to be strictly followed by all tenderers.
- b) **Schedule A** lists the technical details to be furnished by the tenderers based on which their suitability for providing catering services at IIT Madras will be assessed.
- c) **Schedule B** refers to the terms and conditions for providing catering services at IIT Madras.
- d) **Schedule C** refers to the scope of work and brief description of the menu to be served.

It is mandatory that all the tenderers sign and submit these Schedules along with their tender submissions. Please refer to and follow the procedures given in this Tender schedule for submission of tender documents.

18. Registration of students to dine in the specific mess

The students will register online through the web-enabled process at periodic intervals. A complete list of students who will be dining with a respective Caterer in the messing period will be released by the Hostel Management. A duly approved list will be subsequently issued to the Caterer before the last working day of the messing period. Under normal circumstances, no change to this published list will be entertained. However, Hostel Management reserves the right to make modifications to the published list, which will be subsequently notified to the Caterer latest by 5 days from

commencement of mess operation; beyond this date no change will be valid. Students exempted on medical grounds or any other valid reasons duly approved by the competent authority are not bound by this time scale. Entry to the mess will be strictly through bio-metric/QR Code and the Caterers shall appoint dedicated personnel to check the entry to the mess. Caterers have the right to refuse the student's entry on violating this clause, which should be enforced by the staff/personnel of the Caterers during the operational hours of the mess.

19. Mess rebate to students

Students are eligible to get rebate from the mess bill. Every student who wishes to get rebate in the mess bill shall notify his period of absence from the mess to the office of the Hostel Management. Chairman, Council of Wardens approves the same and sends a list of exempted students to the respective Caterers by email. Caterers will not be paid for the notified days of absence of the student. Each Caterer shall be responsible for ensuring that the students who are given rebate are not allowed to dine during the period of said absence. Minimum number of days that a student is eligible to avail the mess rebate at a stretch is FOUR. However, students with medical reasons are not bound by the number of rebate days.

20. Payment to the Caterer:

The daily rate fixed shall include the following costs (both, capital and operational) + taxes extra

- a) wages for all relevant human resources,
- b) fuel
- c) all general provisions, vegetables, fruits and milk of good quality,
- d) logistics – transportation, loading and unloading, and storage,
- e) utilities (water, electricity, etc.) usage beyond permissible limits,
- f) license fee for use of space and infrastructure facilities,

List of students registered with each Caterer will be released by 1st day of the messing period of operation by Chairman, Hostel Management. Caterers will be informed by 5th day of every messing period the details of updated list that should be allowed. This will include special cases of exemption, mess change etc., as approved by the Chairman, Council of Wardens. The Hostel Management will release 48% of the payment in advance as per the number of students signed in the approved list by 10th day of the mess period of operation. The balance payment, after adjusting all dues will be released within 30 days from the date of submission of the claim by the Caterer. **It is important to note that bills will be paid only as per the approved diners list.** The Caterers should make sure that diners entry is only through biometry/QR Code. Students whose mess rebate has been admitted and approved by the Hostel Management will be accordingly adjusted in the bill. It is expected that all claims relating to payment of catering bills will be settled within two weeks from notification to OHM.

21. Non-compliance charges

The MMCC shall review the service performance of the Caterers through regular inspection visits and meetings scheduled on last Saturday of every month. It is mandatory that all Caterers be represented by their respective owners/ managing partner/ director in the MMCC meetings convened on last Saturday of every month or on a deferred date due to unavoidable circumstances if any, which will be intimated to all the Caterers in advance. Further, the person with power of attorney cannot represent on behalf of the owner in these meetings. Non-compliance of these instructions is liable for heavy penalty/termination. Based on the feedback of the students and the officer-in-

charge of the mess/dining facility sent to Chairman, MMCC using the format as given in Annexure C, the applicable non-compliance charges shall be levied upon the Caterer. Appropriate penalty clause will also be invoked for non-compliance of quality of service of the contract. Based on the hygiene audit report submitted by 3rd party, the Caterer will be penalized if he fails to maintain the basic hygiene standards. Likewise, a 3rd party would also conduct an FSSAI audit periodically and give grading's, if the Caterer fails to get a satisfactory grading on any 3 occasions it would tantamount to non-compliance of FSSAI guidelines by the Caterer and his/her catering contract is liable for termination. Manpower, in each category with different uniform (refer appropriate schedule for more details) should be made available; on their absence, Hostel Management has the right to impose penalty, which is proportionate to the extent of the absent manpower.

22. Indemnity clause

Each Caterer has to execute an indemnity bond stating "The Caterer indemnifies the Hostel Management of IIT Madras 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 the students due to inefficient operation".

23. Graded penalty clause

Calculation of Penalty: $X = 0.1 * (\text{daily rate}) * \text{number of students allotted in the mess}$

S.No	Basis	Penalty (first instance)	Repetition of the violation (n: number of repeated instances)
1	Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails pieces of plastics etc.	X	1.5*n*X
1a	Other items like cockroaches, flies, insect etc., in cooked food - Live - Dead	3X 5X	3*n*X 5*n*X
1b	- Presence of non-veg items in veg dishes - Presence of hair in dishes	X	1.5*n*X
2	Usage of spoiled/stale food ingredients for eg., rotten vegetables, infected grains, expired items etc.,	X	1.5*n*X
3	Unclean Cutlery/ Sterilization process not followed	0.5*X	1.2*n*(0.5*X)
4	- Usage of brands/items that do not comply with the brand mentioned in the MMCC meeting/ tender document or is not FSSAI verified. - Reuse of heated oil	0.5*X	1.2*n*(0.5*X)
5	For every percentage dilution in Milk from 100% till 97%	0.4*X	1.2*n*(0.4*X)
6	Usage of synthetic color, MSG etc., or if found in storage room	X	1.5*n*X
7	Noncompliance with workers dress Code	0.1*X	1.2*n*(0.1*X)
8	Noncompliance with the rule stating about number of staying overnight in the mess.	0.4*X	1.2*n*(0.4*X)

9	Poor maintenance/tampering of the drainage System	0.4*X	1.2*n*(0.4*X)
10	Mess personal found violating hygiene standards for example usage of gloves and caps etc.	0.2*X	1.2*n*(0.2*X)
11	Misbehavior of mess personnel in the mess	Subject to the case, will be finalized during MMCC meeting	
12	Late serving of food	0.4*X	1.2*n*(0.4*X)
13	Insufficient quantity of food, food getting over before the allotted time.	0.5*X	1.2*n*(0.5*X)
14	Change of menu without prior permission from CCW/MMCC.	0.2X	1.2*n*(0.2X)
15	Protocol violations regarding waste disposal. - littering - non segregation of waste	0.5*X	1.2*n*(0.5*X) 1.5*n*X

NB: The Caterers may prefer an appeal with CCW against the penalty imposed.

- 1) Rules for charging the Caterer per day basis:
 - a) The highest X charges per day is three times **other than penalty in 1a which has no ceiling**
 - b) Other violations have a maximum cap of 1.0*X per day.
 - c) Any violations that do not fall under the purview of the above penalty clause will be discussed in the MMCC meetings.

24. Levy of Compensation for damages to Civil/Electrical/Drainage and Kitchen exhaust system:

The premises shall be handed over in fit for mess operation condition to the respective Caterers after carrying out all the repairs. The Caterers before occupying the premises should list out all the defects if any, for rectification by the Engineering Unit (EU) of the Institute. At the time of vacating the premises on completion/termination of the contract, the respective Caterer shall obtain and submit a „No Objection Certificate“ from the Engineering Unit to receive any payments due or payable from the Office of Hostel Management. In case of any damage to the Institute property due to mishandling/vandalism, levy of compensation will be made as per the prevailing market rate plus 25%. The rate of recovery will be calculated by EU and approved by the Hostel Management. The deduction will be made from the amount payable to the Caterer.

25. Penalty for withdrawal of services before the period of contract

- a) Caterer will not be permitted to participate in any catering tender in IIT Campus for a minimum period of 2 years.
- b) Invoking of Performance guarantee in addition to penalty imposed by Hostel Management

26. Signing of Agreement:

1. The successful catering contractor on acceptance of his tender shall, within 14 days from the stipulated date of start of the work, sign the contract.
2. **Documents constituting the contract**
 - a. Non judicial stamp paper for value not less than Rs.100 containing brief description of the contract duly signed by both parties to the contract.
 - b. The notice inviting tender, financial bid and all other documents forming the tender as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.
 - c. Decisions taken in the pre-bid meeting.
 - d. Letter of acceptance.
 - e. Letter of award (After submission of Performance Guarantee).

27. Acknowledgement:

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

Date:
Place:

Signature of Tenderer
Official seal and address

CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS
Schedule A: Basic details

(To be furnished only in the desired format, as per the annexure)

S.No.	Description	Information
1a	Name of the Caterer:	
	Complete Address:	
	Phone No.	E-mail ID:
	Constitution: Prop/Partnership/Pvt. Ltd co/Public Ltd co	
1b	Contact Person / Representative Name and Designation:	
	Phone (with STD code):	Mobile Phone:
2a	License No:	GSTN:
	PAN:	
	ESI:	EPF:
	(Enclose copies of the above)	
2b	Proof for payment of income tax and service tax (last three years)(copy of income tax and service tax/GST payments to be enclosed)	Please submit as per Annexure A-1
3	No. of Food Courts/dining facilities serviced in Higher Education Institutions. (Enclose list of work handled up to 2018-19 and ongoing work, separately with all the relevant documents)	Please submit as per Annexure A-2
4	No. of Food Courts/dining facilities serviced in non-academic establishments. (Enclose list of work handled up to 2018-19 and ongoing work separately with all the relevant documents)	Please submit as per Annexure A-3
5	Whether Quality Certification obtained for any of the Food courts/ Dining facilities/Catering services provided. For example, FSSAI, ISO etc. (If Yes, copy to be enclosed, showing the validity)	Please submit as per Annexure A-4
6	Bidders Solvency (Capital Employed) Rs. (in Lakhs) (Solvency certificate for an amount not less than Rs.50.00 lakhs should be enclosed)	Please submit as per Annexure A-5
7	Turnover per annum Rs. (in lakhs) Authenticated copy of audited Statement of Accounts for the last three years should be enclosed (In case the work was executed for private firms/persons, TDS certificate should be submitted)	Please submit as per Annexure A-6

8	No. of Employees:	Regular	Temporary	Please submit proof of ESI, PF records of list of employees, in summary
9	Litigations, if any, connected with Catering Work			Yes/No (if yes, details to be furnished)
10	Any other information in support of the credentials			

List of licenses to be included.

Date:

Signature with Seal

Note: i) Authenticated certificates, testimonials and proof of experience to be produced in support of information furnished above.

**CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

Name of the Tenderer:

Address:

Proof for payment of Service Tax/GST (last three years)

Financial year	Taxable Value (Rs.)	Service Tax paid (Rs.)
2015-2016		
2016-2017		
2017-2018		
2018-2019 Provisional		

(Please enclose copy of Service Tax/GST Return & payment receipts)

Proof for payment of Income Tax (last three years)

Financial year	Assessment year	Gross Income (Rs.)	Net Income (Rs.)	Income Tax paid (Rs.)
2015-2016	2016-2017			
2016-2017	2017-2018			
2017-2018	2018-2019			
2018 -2019 (provisional)	2019-2020 (provisional)			

“(Please also attach form 26AS downloaded from TDS Centralized Processing Cell of Income Tax Department)”

Signature of Tenderer with date and seal

**CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

Name of the Tenderer:

Address:

Details of Academic Institutions served from January 2015 till date

S. No	Name and address of Institution served	Period of service	No of students	Type of service (Food court/Mess)

Please attach:

- a) Work order copy**
- b) Details of contact person Name, Designation, Mobile number**
- c) For Completed work –Testimonial from Institution served**

Signature of Tenderer with date and seal

**CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

Name of the Tenderer:

Address

Quality certification obtained

S. No	Issued by	Valid until

Attach photo copies in support of the above

**CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Name of the Tenderer:
Address**

Solvency Certificate

(To be issued in the letterhead of the Bank)

Name of Entity/Authority

Address

This is to state that M/s_____having Regd. Office at _____ is/are a customer of our Bank for over_years, and are presently enjoying certain credit facilities with us. The conduct of the account(s) of the Company has been satisfactory. The company, can be considered good up to Rs 50 lakhs (Rupees Fifty lakhs only) in terms of Net Worth shown in their Audited Balance sheet as on_____. This certificate is being issued for Bidding Catering Tender 2019-20 at Hostel Management, IIT Madras.

This certificate is issued for the above-mentioned specific purpose, and at the specific request of our customer M/s_____.

**Authorized signatory of the bank
With seal and Date**

N.B. Solvency certificate in any other format will not be considered for tendering process

**CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Name of the Tenderer:
Address**

BALANCE SHEET DETAILS

(Amount in INR Lakhs)				
Particulars	←----- Financial Year ----->			
	2015-16	2016-17	2017-18	2018-19 (provisional)
Total Revenue				
Total Expenses				
Profit before tax				
Profit after tax				

(Enclose copies of audited balance sheet for the years upto March 2016 and Trial Balance, certified by a Chartered Accountant for the year 2017 on the letterhead of firm/CA)

Signature of Tenderer with date and seal

**CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

Performance report for works referred to in Annexure 2 & 3

1.	Name of the work/project & location	:	
2.	Scope of work	:	
3.	Agreement No.	:	
4.	Value of work done	:	
5.	Date of start	:	
6.	Date of completion	:	
7.	Actual date of completion	:	
8.	Amount of penalty imposed	:	
9.	Performance report based on Quality of work, Time Management, resourcefulness	:	Very Good/Good/Bad
10.	Any other remarks	:	

**Signature of issuing authority
(with date and seal)**

Form of Performance Security (Guarantee) Bank Guarantee Bond

In consideration of the O/o Hostel Management IIT Madras (hereinafter called "OHM") having offered to accept the terms and conditions of the proposed agreement between And (Hereinafter called "the said contractor (s)) for the work of providing catering services as per agreement and the same having been unequivocally accepted by the catering contractor (Hereinafter called "the said agreement") and having agreed to production of an irrevocable bank Guarantee for Rs...../-(Rupees only) as security / guarantee from the contractor (s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

- 1) We (Hereinafter referred to as "the Bank") hereby (Indicate the name of the Bank) Undertake to pay to OHM an amount not exceeding Rs (Rupees Only) on demand by OHM.
- 2) We do hereby undertake to pay the amounts due and payable under this Guarantee without any demure/reservation, contest, recourse or protest and credit without any reference to the catering contractor, merely on a demand from OHM stating that the amount claimed is required to that recoveries due or likely to be due from the contractor (s). Any such demand on the Bank shall be conclusive as regard the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs (Rupees..... Only)
- 3) We, the said bank further undertake to pay to OHM any money so demanded notwithstanding any dispute or disputes raised by the contractor (s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present guarantee being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability payment therein under and the contractor (s) shall have no claim against us for making such payment.
- 4) We further agree that the guarantee herein (indicate the name of the bank) Contained shall remain in full force and effect during the period that would be taken for the said performance of the said agreement and that it shall continue to be enforceable till all the dues of OHM under or by virtue of the said agreement have been fully paid and claims

satisfied or discharged or till Chairman, Council of Wardens on behalf of OHM certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor (s) and accordingly discharges this guarantee.

- 5) We further agree with OHM that (Indicate the name of the Bank) OHM shall have the fullest liberty without our consent without effecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor (s) from time to time or to postpone for any time or from time to time any of the powers exercisable by OHM against the said contractor (s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor (s) or for any forbearance, act of omission on the part of OHM on any indulgence by OHM to the said contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

- 6) This guarantee will not be discharged due to the change in the constitution of the bank or the contractor (s).

- 7) We lastly undertake not to revoke this (Indicate the name of the Bank) Guarantee except with the previous consent of OHM in writing.

- 8) This guarantee shall be valid up to..... unless extended on demand by OHM. Notwithstanding anything mentioned above, our liabilities under this guarantee are restricted to Rs(Rupees only) and unless a claim of writing is lodged with us within six month of the date of expiry or extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the day of for
(Indicate the name of the bank)

Bid Securing Declaration

I declare that if I,

- i. Withdraw or modify the bids during the validity of the contract or
- ii. Fail to sign the contract on award of the contract or
- iii. Fail to submit the performance security within the stipulated period

I shall not be permitted to participate in the re-tendering of catering contract for the year 2019-20 and also debarred from participating in any of the tenders floated by O/o Hostel Management, IITM for a minimum period of 2 (two) years.

Name and Seal of the
Managing
Director/Managing
Partner/Owner

CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS

Schedule B: Terms & conditions for running catering facilities
(Tenderer should go through the following carefully and sign in all pages of
the Schedule B with date and seal)

1. Mess facilities consisting of kitchens and dining halls on as is basis, are provided by Hostel Management. The Caterer has to arrange for cooking food in kitchen(s), and serve it in dining halls. Prospective Caterer(s) may inspect available facilities with prior appointment.
2. Breakfast, Lunch, Evening tea and Dinner have to be served as per the menu, furnished in Schedule-C.

3. **DINING TIMINGS**

Breakfast	06:45 - 09:30
Extended breakfast	09:30 - 10:00 (only bread, butter, jam)
Lunch	11:45 - 14:15
Evening Tea	16:30 - 17:30
Dinner	18:45 - 21:15

In the case of Food Court, the Caterer will be allowed to operate the outlet beyond the stipulated hours as mentioned above but maximum up to midnight only. However, a grace period of 15 minutes should be provided between sessions and minimum 2 hours between lunch and evening tea. The sale of items beyond the mess timings mentioned above must be received using only smart cards.

4. Type of service: Self-service with minimum of one counter for every 250 students with a provision for serving major items viz., rice, sambar and *rasam* by the servers on the dining table itself. In addition, *chappatis*, *pooris*, *idlis* and *dosas* should be prepared and served hot. Caterers shall ensure enough number of *tawas* for the same. All mess services should comply with FSSAI guidelines. Further, irrespective of the student strength 3 counters should be operational during peak hours. **Caterer should be able to provide table service if advised to do so.**
5. For scope of work, please refer to **Schedule C**.
6. Hostel Management shall provide the following:
 - a) Water for cooking, washing and cleaning at prevailing rates on the basis of metered consumption.
 - b) Drinking water (Caterer should arrange for transport of drinking water from Reverse Osmosis (R.O.) Plant in the Hostel zone).
 - c) Electricity for the exclusive purpose of running the dining facilities at prevailing rates in the Institute.

The Caterer must make all efforts to minimize electricity and water usage.

Consumption of water and electricity more than the permissible limits is liable for penalty. Any wastage of water, taking bath & washing clothes in other than designated areas and keeping the taps open when not in use is liable for penalty. **Refer Annexure B for charges payable for services.**

7. Procurement of items and following the routine for providing healthy and quality food is the responsibility of the Caterer with the approval of the Hostel Management:
- a) First quality vegetables, fruits, provisions, dairy products, protein/meat etc., and all raw materials is cleaned thoroughly before food preparation.
 - b) Only wooden pallets should be used in the vegetable cutting zone.
 - c) Cooking gas from TUCS, IIT Madras campus under exempted category rate.
 - d) The Caterer has to make their own arrangements for procuring utensils, tools, equipments etc., to run the system efficiently. Hostel Management will not supply any such required items to the Caterer.
 - e) Caterers should use separate freezers for storing meat, fish, chicken and mutton.
 - f) Caterer should ensure adequate facilities for heating, cooling, refrigeration and freezing food & facilitate monitoring of temperature.
 - g) The vessels and cutleries for vegetarian and non-vegetarian items must be color coded and segregated and cleaned separately.
 - h) Proper segregation of raw, cooked; vegetarian and non-vegetarian food should be done.
 - i) Caterers should not use any artificial color, preservatives and other harmful chemical additives (for example, mono-sodium glutamate) in any of the dishes or even store them in the mess premises.
 - j) All the equipment should be adequately sanitized before and after food preparation.
 - k) Frozen food should be thawed hygienically. No thawed food shall be stored for later use (Meat, Fish and poultry is thawed in refrigerator at 5°C or below or in microwave. Shellfish/seafood is thawed in cold potable running water at 15°C or below within 90 minutes.
 - l) High risk food should be cooled from 60° C to 21°C within 2 hours or less and further cooled to 5° C within two hours or less.
 - m) Food portioning shall be done in hygienic conditions. High risk food shall be portioned in a refrigerated area or portioned and refrigerated within 30 minutes. Large amount of food shall be portioned below 15°C.
 - n) Hot food intended for consumption shall be held at 65°C and non-vegetarian food intended for consumption should be held at 70°C. Cold foods including salads should be maintained at 5°C or below and frozen products should be held at -18°C or below. And to check the temperature of food being served each Caterer should have a minimum of two thermometers and these thermometers should be calibrated regularly.
 - o) Reheating should be done appropriately and no indirect reheating such as adding hot water or reheating under Bain Marie or reheating under lamp should be resorted to.
 - p) Oil suitable for cooking purposes should be used. Periodic verification of fat and oil by checking the color, the flavor and floated elements should

be done. **Caterers should mandatorily have sufficient provision to monitor quality of oil.**

- q) Vehicle intended for food transportation shall be kept clean and maintained in good condition.
 - r) Packaging and wrapping material coming in contact with food should be clean and of food grade quality.
8. The Caterer shall use only branded raw materials and best quality resources for preparing food. The Caterer shall submit at least three brands for each item and the Hostel Management shall approve the brands for cooking after its inspection. The Caterer should ensure that the incoming material is procured as per internally laid down specification from approved vendors and they should also maintain the records viz., certificate of analysis, Form E, specifications, name and address of the supplier, batch no., mfg., use by/expiry date, quantity procured etc. Raw materials should be inspected at the time of receiving for food safety hazards (Farm produce like vegetables, fruits, eggs etc. must be checked for spoilage and accepted only in good condition). Hostel Management reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved list. Incoming material, semi or final products should be stored by the Caterer according to their temperature requirement in a hygienic environment to avoid deterioration and protect from contamination. FIFO & FEFO is practiced (Foods of animal origin are stored at a temperature less than or equal to 4 °C). Non-compliance of this clause shall attract appropriate penalty, which will be decided in the MMCC meeting. Repeated violation shall lead to the termination of contract.
9. The Caterer shall arrange for gas refills and its safety and supply of milk through his/her own resources.
10. Following shall be the responsibilities of the Caterer regarding hygiene and sanitation:
- a) Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms. Compliance to the hygiene standards will be checked periodically. Non-compliance to hygiene standards will be sufficient reason to terminate the contract.
 - b) For cleaning and washing of plates, cutleries and utensils the Caterer should install a dishwasher, which should be used to save water. Katories, spoons, plates etc., must be cleaned in the dishwasher.**
 - c) Plates, Katories, warmers, basins, dekchas and kadais should be wiped free of food waste in the dining area and kitchen itself before being sent to the wash area. This is to ensure that there is no food waste on the floors that attracts cockroaches.
 - d) Cleaning of equipment, mess and dining premises should be done as per cleaning schedule & cleaning program. Preventive maintenance of equipment and machinery should be carried out regularly as per the instructions of the manufacturer and necessary records maintained. There should be no stagnation of water as this leads to outbreak of dengue.
 - e) Caterers should do cleaning on daily basis for dining hall, kitchen, plate/pot/hand wash area, inner corridors, store room, grinding**

room, vegetable cutting area, outer surface of the duct and change room. Caterers also should do deep cleaning twice a year for kitchen, dining area, corridors, electrical switches/fittings, electrical cable tray, exhaust fans, joineries, diaphragm chambers, furnitures. The Caterers shall ensure the cleanliness of the above premises at any point of time.

The deep cleaning shall include cleaning of walls, floors, ceilings and removal of cobwebs, scrubbing to make sure that the surfaces are free from dirt and any other foreign material. The deep cleaning carried out by the Caterers shall be jointly inspected by the Hostel Management and EU. The Caterer shall carry out necessary corrective actions if any non-conformity is found during the inspection.

The cleaning of kitchen hood, inside of the duct, rest rooms, terrace, lobby, staircase/lift area and outside litter picking will be under the purview of the Institute.

The Caterers are responsible for cleaning the disposal and loading areas soon after the garbage is cleared in the morning.

- f) All kitchen and serving items like appliances, pots, warmers, plates etc., should be stored on elevated stands or racks. In addition 2 stainless steel strainers of dimensions specified by MMCC must be used in the dish wash and pot wash areas respectively so that food waste does not clog the drains.
- g) keeping the mess premises and surroundings neat, clean and hygienic
- h) Periodic fumigation and implementation of pest (includes rodents, lizards, cockroaches, insects etc.) control measures to ensure that the dining and kitchen facilities are pest free. Any detection of pests or signs of infestation in premises (eggs, larvae, faeces etc.) is liable for penalty and repeated sighting of pests would entail termination. The periodicity of fumigation and implementation of pest control measures to be decided by the Hostel Management. Pest control activities will be carried out by a single agency and will be coordinated by Hostel Management. The charges would be borne by the Caterers.
- i) Proper upkeep and maintenance of hand washing facilities, toilets and change rooms of employees.
- j) Food material should be tested through an accredited lab and records be maintained and produced during every MMCC meeting.
- k) Cutlery, crockery used for serving and dinner accompaniments at dining service should be clean and sanitized free from unhygienic matters.
- l) Chlorine strips for checking the quality of water should be available with all the Caterers.
- m) The staff using Suma tablet (disinfectant) for sanitizing vegetables, utensils, equipments, and food preparation surfaces should be sensitized about their usage like what should be ppm level of the disinfectant when dissolved in water for various activities.
- n) All the entrances to the kitchen should have curtains.
- o) Food grade containers should be used for storing provisions or there should be food grade lining inside the container.
- p) All egg stacks, if any, should contain date of receipt and expiry tags.
- q) Items stored in the Chiller should have date and identification tags.

- r) Plastic sieves should not be used in the kitchen.
 - s) Alcohol based wet wipes should be used to clean the thermometer or should be dipped in boiling water to sanitize before use.
 - t) The sanitizers placed at kitchen entrance should be odour and scent free.
 - u) Blades should not be used in the kitchen or dining area for whatsoever purpose.
 - v) Foreign bodies like metal nails, finger nails, hair strands, threads, metals, plastic material, insects live or dead (viz., cockroaches, flies, earthworm) in food items is not acceptable. This list is indicative and not exhaustive. Three violations on this count will be penalized and any infringement thereafter would lead to termination of the contract.
 - w) Kitchens should be odour free and be free from dust, grime, stains etc.
 - x) **Kitchens should be inspected by the owners once a fortnight.**
11. Caterer's performance will be monitored and reviewed on a regular basis by the Mess Monitoring and Control Committee (MMCC). Meetings of the MMCC, scheduled on last Saturday of every month should be attended by the Caterers. All recommendations made by the MMCC shall be notified to the Caterer, which should be strictly complied with. Non-compliance with menu and serving unhygienic food can result in instant monetary fine/termination of contract (**see Annexure C-1**).
 12. The daily rate quoted per student for the menu items in the mess, extras for the mess and item wise rates for Food Court should be inclusive of all taxes and service charges, as levied by the Central and State Governments. Hostel Management will not pay any additional charges to the Caterers.
 13. The rates stipulated in the contract should remain valid for a minimum period of one year with effect from **29th July or date of award of contract, whichever is later.**
 14. Food cooked in the dining facility should not be served in other places inside / outside the campus. The Caterer shall not serve food that is prepared/cooked elsewhere outside the dining facility. Raw material stored in the Mess should be used exclusively for the student dining facilities in IIT Madras.
 15. When circumstances warrant, the Caterer shall cater to additional number of students/staff members, as requested by the Hostel Management at short notice.
 16. The Caterer shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.
 17. On expiry/termination of the license, the Caterer must vacate the licensed premises. All fixtures, furniture etc. that are properties of IIT Madras should be handed over to the Hostel Management in good and tenable conditions. Cost of repair charges for mishandling and willful damage (except normal wear and

tear) will be recovered from the payment due.

18. The Caterer shall not construct or make any structural alterations or install additional fittings inside the premises of the work place without prior written approval from the Hostel Management.
19. The following charges are to be paid by the Caterer for running the mess. License fee (10 months) should be paid in advance before starting the mess operations.

Sl. No.	Facility	License fee*
1	Himalaya each wing/ Vindhya each floor/ Nilgiri each floor/	2,00,000 *Additional 40,000 will be collected separately from the Caterers running the vacation mess during the month of May.

20. The selected Tenderer shall start the dining facility from July 29, 2019 and Hostel Management will serve intimation to the Caterer, well in advance.
21. During vacation periods of IIT Madras, the Hostel Management reserves the right to reduce the strength of each mess or to close the dining facilities totally under advance intimation to the Caterer. **Caterers who are not serving in the vacation mess should vacate the premises.**
22. Minimum staff strength in each category shall be as per **Annexure C-2**. Based on the periodic inspection and other requirements, the Hostel Management reserves the right to instruct the Caterer for increasing their service staff strength in case of unsatisfactory service/performance. **It is mandatory that the Caterers should deploy the adequate manpower (at least to the minimum as specified in the schedule) throughout the service period. Each category of personnel should be given uniform to distinguish themselves in a combined group. Catering Manager and Deputy Manager should be available throughout the service hours; should address complaints from the students instantaneously.**
23. Employment of child labour, defined as per relevant laws is strictly prohibited. The Caterer shall maintain a register with name, age and address of all their employees working at IIT Madras premises. The Caterer must report any changes in their list of employees to the Hostel Management immediately. The Caterer shall arrange security pass to all his employees from security section of IIT Madras.
24. **Only five employees** will be permitted to stay in the premises of IIT Madras after working hours. Necessary permission in writing should be obtained by the Caterer for overnight stay of their employees in the campus at times of exigencies. The names of such employees should be intimated to the Hostel Management in advance; only after issue of permission and ID cards, they should be allowed to stay for the said period.

25. The employees of the Caterer should wear uniform of appropriate colour and display their ID cards. Food handlers should be equipped with suitable aprons, gloves, headgear, etc., wherever necessary. No person suffering from a disease or illness or with open wounds or burns should be involved in handling of food or materials which come in contact with food. Bi-Annual medical examination & inoculation of food handlers against the enteric group of diseases as per recommended schedule of the vaccine should be done and the medical reports to be produced on demand for verification. The Caterer should ensure that all of their employees are free of communicable diseases. Medical Certificates to this effect should be submitted to the Hostel Management before the start of the mess services. Any subsequent changes should be also brought to the immediate attention of the Hostel Management.
26. The Caterer shall be responsible for the proper conduct and behavior of the employees engaged.
27. Smoking, consumption/distribution of alcohol, use of *pan* and *gutka* by the employees is strictly prohibited inside the IIT Madras campus.
28. All expenses related to the functioning of the employees engaged by the Caterer shall be in the scope of the Caterer.
29. The Caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of Tamilnadu and Government of India norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities. The bills raised by the Caterers will be passed for payment only on the production of **ORIGINAL** EPF and ESI remitted challans. Non-compliance of any statutory/non-statutory provisions would entail termination of contract. **Further, the Caterer shall comply with the EPF/ESIC Act even if the worker is engaged for a day or half a day.**
30. Students can express their preference for any dining facility every month. List of extra items offered along with each course on every day should be also displayed on the notice board in front of the dining area.
31. The AMC charges of the tools and equipments provided by IIT Madras namely: exhaust fans etc., are to be paid by the Caterer at the pre-fixed rates given in **Annexure B**.
32. Waste disposal:

Since 2006, IIT Madras has adopted a well-defined Waste Management Policy. This policy demands that all waste generated, at every point on Campus, be segregated at source into Organic, Inorganic and Sanitary waste. Any Contractor who wishes to offer a service in IITM are bound by these rules. IITM is a forest area with Monkeys and Deers – including the endangered Blackbuck. Therefore, the rules regarding littering of open space and erratic

dumping of waste are backed by heavy penalties, which ensure that the wild animals are unhurt. Food waste in particular should not be thrown outside the buildings and inside the drains.

The Institute implements its Waste Management Programme through the Zero Waste Zone (Owzone) Group, which clears garbage every morning from all the messes. The Caterers must bring the waste to the clearing area only at the stipulated time, beyond which no waste should be kept in the mess. Each item of waste generated should be disposed in stackable crates, which should be arranged neatly in the lift area. Every worker in the mess should be briefed about these rules by the Managers.

33. Serving of extras in the mess and food court is only through swipe-card system. No sales against payment of cash should be entertained. Rental charges for the terminals to use swipe cards should be borne by the Caterers as indicated in **Annexure B**.
34. Caterer shall install and provide enough number of equipments like water coolers, bread toasters, fly killers (latest model of Pest-o-flash), spoon and plate sterilizers, hot cases and Bain Maries for smooth and efficient functioning of the mess facilities. The equipment and containers should be made of non-toxic, impervious, non-corrosive material which is easy to clean & disinfect. Caterers must not use electric *chapathi/dosa* plates (hot plates), rice cookers and such equipments without prior permission from the Hostel Management. Only dining space with tables and chairs will be provided.
35. The Caterer should have a consumer complaint redressal mechanism in place and maintain appropriate records.
36. Measuring & monitoring devices should be calibrated periodically.
37. Food handlers should have necessary knowledge and skills & should be trained to handle food safely. The relevant training records should be maintained.
38. Every catering contractor should deploy a qualified Chef in IIT Madras hostel mess facility. Further Owner/Manager and one more person should have undergone fast track Certification course.
39. Harming flora and fauna in the campus or feeding animals inside the campus is prohibited and any violation on this count would directly lead to termination of the contract.
40. All licenses necessary for running a catering establishment including Central FSSAI License should be kept renewed upto date and produced on demand. Further, all the licenses should be displayed at conspicuous places. The tenderer shall submit documentary proof of the application filed for getting FSSAI license from the competent authority to the MMCC Chairperson, within 15 days from the date of taking possession of the allotted premises, if they do not possess a FSSAI license already. The tenderer shall furnish

certified/attested copy of the FSSAI license to the MMCC Chairperson within 60 days from the date of taking possession of the allotted premises. If the tenderer anticipates delay in submission of FSSAI license, the tenderer shall inform in writing the reasons for non-submission of the certified/attested copy of the said certificate at least 10 days before expiry of the stipulated period of 60 days to the MMCC Chairperson. The MMCC Chairperson, if satisfied that the delay is due to valid reasons then it can further extend the stipulated period. If the tenderer fails to submit the FSSAI license within 60 days or in the extended period then his license is liable for termination along with forfeiture of security deposit. Termination on these grounds cannot be challenged and the Chairman Council of Wardens is at liberty to invite a fresh tender thereafter.

41. **Plastics:** Use and throwaway plastics such as plastic sheets used for food wrapping, spreading on dining table etc., plastic plates, plastic coated tea cups and plastic tumbler, water pouches and packets, plastic straw, plastic carry and garbage bags, and plastic flags/banners irrespective of thickness **are banned inside the IIT Madras campus. Carry bags made from compostable plastics bearing a label “compostable” and conforming to the Indian Standard: IS or ISO 17088:2008 titled as Specifications for “Compostable Plastics” only can be used.** Use of Paper bags/plates/cups etc., is encouraged.
42. All communications to the Caterer will be sent through e-mail. However, this does not bar the hostel management to send communications through other available modes. The Caterer should regularly check the OHM website for any other instructions issued from time to time.
43. Outstanding dues, if any, shall be recovered from the monthly payments due to the catering contractor and if the same cannot be recovered from the monthly payments then it would be recovered from the performance security or any other amounts due and payable to the catering contractor.
44. While accepting the offer, the Caterer needs to execute a bond accepting the terms and conditions for running the dining facility, as listed in this schedule. The contract can be terminated by either side with a notice of one month.
45. The Hostel Management reserves the right to review and modify the terms and conditions, periodically. If any of the supporting documents enclosed along with bids is found to be not genuine at the time of scrutiny or after award of contract, the contract is liable to be terminated.
46. Decision of the Hostel Management is final in awarding the contracts.
47. Scope of work, terms and conditions, written instructions, if any, given by the Chairman Council of Wardens and Chairman, Mess Monitoring and Control Committee and other conditions mentioned elsewhere in the tender documents shall also constitute a part of this agreement.

I/We carefully read the above terms and conditions and understood them clearly.
I/We will abide by the above rules and any modifications made to these rules by the
Hostel Management, IIT Madras during 2018-2019.

Signature of Tenderer
Official seal and address

**CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

Prevailing charges for services (subject to revision)

1) Water charges

Usage /student/day	charges
Up to 15 L	nil
From 16 to 45 L	Rs 120/1000L
Above 45 L	Rs 240/1000L

2) Electricity charges

- (a) Use of electricity for common area (lift, staircase, entrance open area) is borne by the Institute.
- (b) Usage of electricity for kitchen above 4 (four) units per student per month is chargeable @ Rs.7.00 /unit (as per TNEB prevailing rate). If the charges are revised by TNEB, then the revised rates would be made applicable.

3) Charges for Swipe card/QR Code and online facilities

Rs. 15000/- per month per dining hall + GST as applicable

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

**Signature of Caterer
Official seal and address**

CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS

Schedule C: Scope of work and brief details of menu

1. Scope of work

The Caterer shall provide menu as briefed below using one of the dining facilities indicated in the Table C1:

Table C1: Description of the dining facilities at IIT Madras

Dining Facility	No. of Seats	Max No. of Students allotted per dining hall (Approx)
HM-Neel Kant (GF)		
HM-Anna Purna (FF)		
HM-Nanda Devi (FF)		
HM-Kanchen Junga (SF)		
HM-Nanga Parbat (SF)		
VN- Sadhbhawna (GF)	350 Each	800 -1000
VN-Kalumar (FF)		
NL- Makurni (GF)	300 Each	800 -1000
NL- Mukurthi (FF)		
NL- Doddabetta (SF)		

HM- Himalaya dining facility, VN- Vindhya dining facility, NL- Nilgiris dining facility

Hostel Management reserves the right to assign any one of the dining facilities to the Caterer based on availability/requirement. The tenderer shall visit these facilities and ascertain the available infrastructure before submitting the Tender. The Caterer without any extra charges must provide any additional requirements, necessary for efficient services. Hostel management shall retain the right to assign operation of any one or two mess facilities by a Caterer depending on the requirements of the students.

a) Mess operations

Mess operates with a basic menu and list of extra items to be served along with each course namely: breakfast, lunch, snacks and dinner. At least, three extra items should be made available during each course (Please refer to Table C2 and C3 for list of extras). Entire registration process is online and will remain valid for one month. Students have liberty to change their service provider every

month. List of extra items (at least three extra items for lunch and dinner and two items for breakfast) being offered on the following day should be notified to the students on the evening of the preceding day itself. Students shall register for the desired extras, with the respective Caterer in the register, which is maintained by the Caterer. If required, the Caterers have to serve the extras as pre-booked by the students during the normal working hours of the mess. Over and above, if any extra is found excess during the course of lunch and dinner, the same shall be sold to other students who have not pre-booked for the extras.

b) Food court

Students shall register for food court depending on their willingness. Menu for the Food court is given in Table C3.

**CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

Model feedback form for evaluation

Sl. No	Description	Excellent	Good	Average	Poor	Very Poor
		10	8	6	4	<4
1	Quality of the food served					
2	Adherence to menu/quantity					
3	Cleanliness and hygiene					
4	Catering service and Punctuality					
	Total					

Based on the points obtained in the performance evaluation (Out of 40), the following deductions shall be made from the monthly bill, payable to the Caterer.

Sl.No.	Points	Percentage Deduction
1	>28	nil
2	24-27	3
3	20-23	7
4	16-19	12
5	<16	18

The final decision on the feedback evaluation points will be carried out by the Mess Monitoring and Control Committee (MMCC). The Caterer is expected to get overall "good" and at least "average" in each category in all months. "Very poor" in any month and "poor" twice in a row or three times in a year will attract additional penalty and / or termination of contract.

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

**Signature of Caterer
Official seal and address**

CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS
Minimum staff requirements

For every 800 students, a minimum number of different categories of staff per shift, to be employed by the Caterer are given in Table D1.

It is mandatory for staff on duty to wear uniform in the color specified below

TableD1 Minimum staff requirements/shift

Staff category	Number of staff to be employed for every 800 students/shift
Manager	1
Asst. Manager/Store supervisor	1
Cooks and Helpers	6
Servers	4
Housekeeping and dishwashing	8
Counter staff	3 nos. (1 per counter)

1. Hostel Management reserves the right to order deployment of additional staff if the services are inadequate.
2. For any additional strength of students over and above 800 students in any dining hall, the minimum staff required to be employed per shift should be increased proportionately.
3. Details of staff employed by the Caterer, under each category should be maintained in the standard format and should be made available for inspection by the Hostel Management.
4. Sufficient number of Servers shall be available **for counter/table service.**
5. Staff should mark their attendance through biometry/QR code installed in the messes.
6. Two staff should be engaged exclusively for plate waste removal.
7. One staff cannot be on the rolls of two messes.
8. Two per shift in the category of Cleaner/Washer should be trained to handle dishwasher.
9. Those related to existing OHM /Institute employees should not be engaged by the Caterer.

10. Caterer shall not employ any person above 60 years for washing, cleaning, table service.
11. Two Managers should be engaged one in the morning shift and the other in the evening shift. The Manager engaged in the evening shift shall be made responsible for cleaning and disposal of food waste after dinner in addition to his regular responsibilities.
12. A responsible person should be available on Sundays and Holidays. The Mess should not be left at the mercy of Mess Managers, mess boys etc. Any violation in this regard is liable for penalty.
13. All the working staff should have name and designation tags on their person.
14. Mobile phone numbers of the Mess Manager and Supervisors on duty should be displayed in the dining hall.
15. For the smooth running of mess, a feed-back and complaint register should be made available with the Mess manager of the Caterer.

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

Signature of Tenderer
Official seal and address

CATERING TENDER 2019-20

OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS

Table C1: South Indian Menu

Item	Frequency	Representative Menu Items
Breakfast		
Milk - toned (3.5% fat, 14.5% snf)	Daily	Hot Milk
Bread with Butter & Jam	Daily	White Bread, Wheat Bread, Butter, Jam
Hot Beverage	Daily	Tea, Coffee
One Indian breakfast Item	Daily	Idly&Vada, Pesarattu, Pongal & Vada, Rava Dosa, Onion Uthapam, Kal Dosai, Maggy Noodles & Masala Vadai, Dosai & Masala, Poori & Masala, Idiyappam, Rava Idly & Vada, Puttu & Kadala Curry, Punugulu, Mysore Bonda/ Vegetable Bonda, Aval, Pidi Kozhukattai
		Sambar, Chutney - Coconut/Ginger/Pudina/ Groundnut/ Tomato/ Garlic, Sauce, Veg Curry, Vada Curry
Egg#	Daily	Boiled
Cereal# with Milk	Daily	Cornflakes & Milk
# Students will opt for either an egg or cereal		
Lunch & Dinner		
Tiffin	Three days in a week instead of Indian bread for dinner	Aloo Paratha, Dosa Varieties, Adai, Uthappam, punugulu, Idiappam, Raghi Dosa, Millet Dosa, Idly, Phulka, Oil Chapathi, Pudhina Chapathi and Poori Chutney - Coconut/Ginger/Pudina/Groundnut/Tomato/Garlic, Pulusu
Indian Bread	Once per meal	Phulka, Oil Chapathi, Pudhina Chapathi, Poori, Chennai Parota
Rice, Rasam	Once per meal (Except Saturday Dinner)	Plain White Rice
Variety Rice	Three days in a week	Jeera, Lemon, Corriander, Tomato, Puliogare, Ghongura, Curry Leaf Rice, Biryani, Bringi Pulav, Sambar Rice, Curd Rice
Sambar/ Andhra Pappu/Kuzhambu	Once per meal	
Dal	Once per meal (Except for tiffin as dinner)	Toor Dal, Gongura Dal, Palak Dal, Moong Dal, Dal Makhni, Mixed Dal, Masore Dal, Tomato Dal
Porial	Once per day	Potato Fry, Cabbage Capsicum Tomato Thokku, Carrot Beans Cabbage, Brinjal Masala, Brinjal Fry, Beans & Aloo, Aloo Capsicum, Beetroot, Bhindi Fry, Crispy Veg, Crispy Onion Pakoda
Vegetable Curry	Once per day	Poriyal, Green Peas Masala, Channa Masala, Veg kuruma, Tomato Kuruma, Paneer Butter Masala, Palak Paneer, Kadai Paneer, Green Peas Curry, Tomato Curry, Bhindi Curry, Drumstick Curry, Puli Kulambu, Baby Corn Masala, Koottu, Potato Brinjal, Kadai Veg
Curd	Once per day	

Crunchies	Once per meal	Fryums/Papad
Pickle/Chutney	Once per meal	Mango,Lemon,Chilly,Mix Veg
Drinks	Once per day	Butter Milk
		Boost or Bournvita once per week instead of butter milk
Salad	Once per meal	Cucumber, Tomato, Carrot, Beetroot, Onion, Lemon
Sweets (75g) or Fruits	Once per day (sweets-2 days per week, fruits-5 days per week)	Gulab Jamun, Carrot Halwa, Paruppu Payasam, Kala Jamun, Badushah, Jilebi, Double Ka Meetha, Sooji-halwa, Rasmalai, Dahi Vada, Ice Cream Cup (90ml), Mysore Pak, Payasam, Soan Papdi
		Banana (Green or Yellow) (1)-100g, Seasonal Fruits-100g, Pineapple-100g, Papaya-100g, Watermelon-250g

CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS

Table C2: North Indian Menu

Item	Frequency	Representative Menu Items
Breakfast		
Milk - toned (3.5% fat, 14.5% snf)	Daily	Hot Milk
Bread with butter & jam	Daily	Toasted, White Bread, Wheat Bread, Jam and Butter
Hot beverage	Daily	Tea & Coffee
One Indian breakfast item	Daily	Aloo Parotta, Poha Jilebi, Daliya, Pav Bhaji Jilebi, Maggi, Poori Chole, Dosa, Mix Veg Parotta, Idly Vada, Kachori Subzi, Poori Aloo Sabzi, Rava Dosa
Side dishes, accompaniments	Daily	Curd, Onions and Lemon, Aloo Bonda, Bread Pakoda, Masala Vada, Sprouts Onions, Aloo Masala, Sprouts, Green Chutney, Imli Chutney, Tomato Ketchup, Green Chutney, Sambar
Egg#	Daily	Boiled
Cereal#	Daily	Cornflakes
# students will opt for either an egg or cereal		
Lunch & Dinner		
Indian Breads	Once per meal	Paratha Varieties, Phulka, Chapathi Varieties
Rice	Once per meal	Plain White Rice
Variety Rice	3 days in a Week	Kashmiri Pulao, Basmati Rice, Mix Veg Fried Rice, Kichadi & Moongdal
Dal	Once per meal	Dal Tadka, Green Moong, Rajma Masala, Toordal Fry, Dalmakhani, Palak Dal, Masoor Dal, Kadi Pakoda, Onion Pakoda
Sabji	Once per day	Kadai Veg, Malaikofta, Mix Veg Curry, Malai Mix Veg, Gobi Masala, Lauki Channa Dal, Karela Bhujia, Bhindi Masala, Malai Methi Matar, Palak Paneer, Aloo Beans Fry, Green Chutney.
Dry Sabji	Once per day	Aloo Matar, String Beans Sabji, Aloo Palak, Raw Banana Karamani, Bhagara Baingen, Bhindi Fry, Malai Methi Matar, Veg Ball Manchurian, Channa Masala, Mix Veg Dry, Red Pumpkin Karamani, Cabbage Capsicum, Shalgam Masala, Mushroom Peas Masala, Kadai Paneer
Curd	Once per day	Onion raita, Curd, Lassi, Raita
Crunchies	Once per meal	Fryums, Masala Pappad
Pickle, Chutney	Once per meal	Lemon, Mix Veg
Drinks	Once per day	Bournvita, Boost, Lemon Juice, Buttermilk
Salad	Once per meal	Cucumber, Tomato, Carrot, Beetroot, Onion, Lemon
Sweets(75g) or Fruits	Once per day (sweets-2 days per week, fruits-5 days per week)	Gulab Jamun, Carrot Halwa, Badushah, Jilebi, Sooji-halwa, Dahi Vada, Ice Cream Cup (90ml), Mysore Pak, Payasam, Soan Papdi
		Banana (Green or Yellow)-100g, Seasonal Fruits-100g, Pineapple-100g, Papaya-100g, Watermelon-250g

Note: All the items in the meal are unlimited in quantity except the following

- Milk – 100 ml
- Curd/Raita – 100 ml
- Sweet
- Fruits
- Branded Ice Cream

Coffee/Tea: All residents have a choice to mix Coffee/Tea in Milk. Coffee/Tea in a container shall be kept at the counter at the time of Breakfast.

Other points to note:

- Unless it is mentioned, potato should not be added in Gravy/Sabji.
- Aloo Paratha/Gobi Paratha/Methi Paratha with Curd to be served thrice in a week.
- Ice Cream to be served atleast once in a month.
- The flavour of Jam and Pickle should be changed every day.
- Atleast 2 Fresh Juices other than Lime Juice, 1 Vegetable Item, 1 Chicken Item, 1 Fish/Mutton item should be made available during Lunch & Dinner from the given list of extra items at agreed price. Atleast 2 Chat items and 2 other evening snacks to be made available during evening snacks from the given list of extra items at agreed price
- All extras should be served at least once in a month

CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS

Table C3: Food Court menu

Particulars	Quantity	Particulars	Quantity
Breakfast Items		Lunch Items	
Idly (3 nos)	150 gm	Egg Biryani (Rice from Chicken Biryani can't be used)	300 gm + 2 no of Eggs
Uthappam	80 gm	Chicken Biryani	300 gm Rice+100 gm Chicken
Plain Dosa	80 gm	Mutton Biryani	300 gm Rice+100 gm Mutton
Onion Dosa/Uthappam	90 gm	Fish Biryani	300 gm Rice+100 gm Fish
Masala Dosa	100 + 30 gm	Prawns Biryani	300 gm Rice+100 gm Prawns
Medhu/Masala Vada	40 gm	Vegetable Biryani/Pulao	300 gm
Sambar Vada	40 gm	Ghee rice (nuts & dry grapes)	300 gm
Pongal/Upma/Kitchadi	200 gm	Bisibella bath	250 gm
Appam (2 Nos) with Veg Curry/Coconut Milk	150 gm	Variety rice (Lemon/Tomato/Tamarind)	250 gm
Idiyappam (3 Nos) with Veg Curry	120 gm	Curd Rice	250 gm
Puttu (2 Pieces) with Kadalacurry	150 gm	Plain Rice	250 gm
Poori Masala (2 Nos)	60 gm	Jeera Rice	250 gm
Aloo Paratha with Curd/Paneer Paratha with Curd	150 gm+100 ml Curd	Kerala Rice	250 gm
Poha with Jilebi, Chopped Onions and Lemon Slices	200 gm	South Indian Thali:	
Boiled Egg	1 Egg	Rice-250 gm, Roti/Naan/Kulcha/Chapathi-1 No, Sabji (South Indian), Karakolambu, Sambar, Rasam, Curd-100 ml (3.5% fat, 14.5% snf), Papad 1 no/Fryums, Veg Salad-50 gm and Pickle, Sweet (optional)	
Scrambled Egg/Omlet	1 Egg		
Bread Omlet	1 Egg		
Pav Bhaji (2 Pavs)	100 gm Pavs+100 gm Bhaji	North Indian Thali:	
Cornflakes/Oatmeals+ Milk (of glass 200 ml)	100 gm	Rice-150 gm, Roti/Naan/Kulcha/Chapathi-3 Nos, Sabji(Nouth Indian), Dal, Veg Curry(North Indian), Curd-100 ml (3.5% fat, 14.5% snf), Papad 1 no/Fryums, Veg Salad-50 gm and Pickle, Sweet (optional)	
Banana	150 gms		

Particulars	Quantity	Particulars	Quantity
		Fried Rice/Noodles/Soups	
Sprouts	100 gm	Veg Fried Rice	250 gm
Indian bread pack		Paneer Fried Rice	250 gm
Roti/Naan/Kulcha	30 gm	Egg Fried Rice	250 gm
Butter Naan	40 gm	Chicken Fried Rice	250 gm
Phulka (3 Nos)	60 gm	Veg Noodles	250 gm
Chola Bature	60 gm	Egg Noodles	250 gm
Chapathi (2 Nos)	60 gm	Chicken Noodles	250 gm
Snacks		Chicken Soup	150 ml
Samosa (2 Nos)	150 gm	Tomato Clear Soup	150 ml
Bajji (any variety)	100 gm	Gravy Curries and Dry Curries	
Vada (any variety)	40 gm	Veg Butter Masala	200 gm
Pakoda (any variety)	150 gm	Paneer Butter Masala	200 gm
Kachori	75 gm	Alugobi Masala	200 gm
Vada Pav	100 gm	Channa Butter Masala	200 gm
Daveli	100 gm	Kadai Veg	200 gm
White Dhokla	100 gm	Plain Palak	200 gm
Chola Tikya (2 Tikya)	125 gm	Cauliflower Manchurian	200 gm
		Paneer Manchurian	200 gm
		Veg Manchurian	200 gm
		Veg Kuruma	200 gm
		Dal Tadka	200 gm
		Dal Makhni	200 gm
Sweets		Dal Fry	150 gm
Gulab Jamun (2 Pieces)	100 gm	Aluzeera	200 gm
Rasagula (2 Pieces)	100 gm	Alu Peas Masala	200 gm
Basandi	75 ml	Alu Tomato	200 gm
Rasmalai	75 ml	Baiganbharta	200 gm
Gajar Halwa	100 gm	Shahi Paneer	200 gm
Carrot Halwa	100 gm	Palak Paneer	200 gm
Pineapple Halwa	100 gm	Baby Corn Masala	200 gm
Chat		Mushroom Masala	200 gm
Papdi Chat	100 gm	Chilli Paneer	200 gm
Pani Pooi	100 gm	Meal Maker Masala	200 gm
Dahi Pooi	100 gm	Alu Tamatar	200 gm
Bhel Pooi	100 gm	Sev Tamatar	200 gm
Samosa Masala Chat	100 gm	Malai Kofta	200 gm
Bhel	100 gm	Single Egg Masala	1 egg
Fresh Juices		Egg Curry (2 eggs)	200 gm
Pineapple	225 ml	Butter Chicken	100 gm Chicken+50 gm Gravy
Grape	225 ml	Kadai Chicken	100 gm Chicken +50 gm Gravy
Chicku	225 ml	Chicken Chettinad	100 gm Chicken +50 gm

Particulars	Quantity	Particulars	Quantity
			Gravy
Mosambi	225 ml	Ginger Chicken	100 gm Chicken +50 gm Gravy
Papaya	225 ml	Pepper Chicken	100 gm Chicken +50 gm Gravy
Water Melon	225 ml	Garlic Chicken	100 gm Chicken +50 gm Gravy
Lime Juice	225 ml	Chicken Manchurian	100 gm Chicken +50 gm Gravy
Lassi	225 ml	Fish Curry	100 gm Fish+50 gm Gravy
Beverages		Mutton Curry	100 gm Mutton+50 gm Gravy
Tea	120 ml	Mutton Keema	100 gm Mutton+50 gm Gravy
Coffee	120 ml	Dry Items	
Milk	120 ml	Bhindi Fry	150 gm
Horlicks-Boost-Bournvita Sachets	Minimum as available in market	Gobi 65	150 gm
Curd (3% fat, undiluted milk)	100 ml	Chicken 65	150 gm
Fruit Salad and Ice Cream		Chilly Chicken	150 gm
Fruit Salad without Ice-cream	150 gm	Fish Fry	80 gm
Fruit Salad with Ice-cream	150 gm+1 scoop Ice-cream of 50 gm	Mutton Dry	120 gm
Cup Ice-cream	Minimum 90 ml		

Points to note:

- All items in the menu should be served atleast once in a week.
- Pulao/Biriyani should be made using Basmati Rice.
- All items except Sambar Vada, Appam with Veg Curry/Coconut Milk, Puttu with Kadalacurry, Poha, Pav Bhaji should be available for breakfast every day.
- All items except Chola Bature in Indian Breads should be available during lunch & dinner every day.
- Atleast one sweet should be available during lunch every day.
- Atleast 2 Chat and 2 snacks should be available as evening snacks every day.
- Atleast 3 Chats and samosa should be available during dinner.
- Lime should be available during Lunch & Dinner every day. Atleast 2 other fresh juices should also be available during Lunch & Dinner every day.
- All beverages except curd should be available during Breakfast & Evening snacks every day.
- Cup Ice cream should be available during Lunch & Dinner every day. Fruit Salad should be available during Dinner at least twice a week.

- All lunch items except Mutton Biryani, Fish Biryani, Prawns Biryani, Bisibella bath should be available during Lunch & Dinner every day.
- One out of Mutton, Fish, Prawns Biryani should be available during lunch & dinner every day.
- All kind of Fried Rice and Noodles should be available during lunch & dinner every day.
- At least 1 Dal, 1 Paneer, 3 other veg, 5 Chicken, 1 Fish/Mutton curries should be available during Lunch & Dinner every day.
- Chicken 65, Fish/Mutton Fry, at least one veg dry should be available during Lunch & Dinner every day. Chilly chicken should be available during Lunch & Dinner at least 5 times a week.
- Plain Dosa, Masala Dosa, Onion Dosa, Uthappam, Onion Uthappam should be available during dinner every day.

CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS

Table C4: Extra items for the mess

S. No	Item	Quantity
1	Boiled Egg	1 Egg
2	Scrambled Egg	1 Egg
3	Omlet [Full/Half/Fried]	1 Egg
4	Cornflakes/Oatmeals+Milk (of glass 200 ml)	100 gm
5	Horlicks-Boost-Bournvita Sachet	Minimum as available in market
6	Sprouts	100 gm
7	Banana	150 gm
8	Egg Biryani (Rice from Chicken Biryani can't be used)	300 gm Rice+2 no of Eggs
9	Chicken Biryani	300 gm Rice+100 gm Chicken
10	Mutton Biryani	300 gm Rice+100 gm Mutton
11	Fish Biryani	300 gm Rice+100 gm Fish
12	Prawns Biryani	300 gm Rice+100 gm Prawns
13	Veg Fried Rice	250 gm
14	Paneer Fried Rice	250 gm
15	Egg Fried Rice	250 gm
16	Chicken Fried Rice	250 gm
17	Veg Noodles	250 gm
18	Egg Noodles	250 gm
19	Chicken Noodles	250 gm
20	Kerala Rice	250 gm
21	Baby Corn Masala	200 gm
22	Paneer Butter Masala	200 gm
23	Mushroom Masala	200 gm
24	Chilli Paneer	200 gm
25	Alugobi Masala	200 gm
26	Channa Butter Masala	200 gm
27	Cauliflower Manchurian	200 gm
28	Gobi 65	150 gm
29	Bhindi Fry	150 gm
30	Single Egg Masala	1 egg
31	Butter Chicken	100 gm Chicken+50 gm Gravy
32	Kadai Chicken	100 gm Chicken+50 gm Gravy
33	Chicken Chettinad	100 gm Chicken+50 gm

S. No	Item	Quantity
		Gravy
34	Chicken Masala	100 gm Chicken+50 gm Gravy
35	Ginger Chicken	100 gm chicken+50 gm gravy
36	Pepper Chicken	100 gm Chicken+50 gm Gravy
37	Garlic Chicken	100 gm Chicken+50 gm gravy
38	Chicken Manchurian	100 gm Chicken+50 gm Gravy
39	Chicken 65	150 gm
40	Chilly Chicken	150 gm
41	Fish Curry	100 gm Fish+50 gm Gravy
42	Fish Fry	80 gm
43	Mutton Curry	100 gm Mutton+50 gm Gravy
44	Mutton Keema	100 gm Mutton+50 gm Gravy
45	Mutton Dry	120 gm
46	GulabJamun (2 pieces)	100 gm
47	Rasagula (2 pieces)	100 gm
48	Basandi	75 ml
49	Rasmalai	75 ml
50	Gajarhalwa	100 gm
51	Carrot Halwa	100 gm
52	Pineapple Halwa	100 gm
53	Lime Juice	225 ml
54	Pineapple Juice	225 ml
55	Grape Juice	225 ml
56	Chicku	225 ml
57	Mosambi Juice	225 ml
58	Papaya Juice	225 ml
59	Water Melon Juice	225 ml
60	Lassi	225 ml
61	Cup Icecream	Minimum 90 ml
62	Papdi Chat	100 gm
63	Pani Pooi	100 gm
64	Dahi Pooi	100 gm
65	Bhel Pooi	100 gm
66	Samosa Masala Chat	100 gm
67	Bhel	100 gm
68	Samosa (2 Nos)	150 gm
69	Bajji (any variety)	100 gm
70	Vada (any variety)	40 gm
71	Pakoda (any variety)	150 gm
72	Kachori	75 gm

S. No	Item	Quantity
73	Vada Pav	100 gm
74	Daveli	100 gm
75	WhitelDhokla	100 gm
76	CholaTikya (2 Tikya)	125 gm
77	Punugulu	100 gms

CATERING TENDER 2019-20
OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS
Format for Financial Bid for Catering Tender 2018-2019

(To be typed in the letter head of the firm)

To
 The Chairman
 Council of Wardens and Hostel Management
 IIT Madras, Chennai- 600 036

Dear Sir
 Sub: Selection of Caterer for hostel dining facility 2019-2020

In response to your advertisement for “**Providing catering services in the hostel and central dining facilities**”, we submit herewith our financial bid.

Basic Menu for the mess

Type of Menu	Daily rate per student (in Rs.) + <u>GST and any other statutory Central /State Govt. taxes - separately</u> considering the charges (for example, water, electricity etc.) are borne by the caterer for 350 to 1000 students.	
Basic menu per student per day*	Rate under exempted category* of cooking gas (in Rs.)	Rate under commercial category of cooking gas (in Rs.)
Indicate food cost alone per student per day	Rs.	

*Present rate of exempted category gas cylinder (14.2 kg) is Rs. 722 (12/4/2019)

Please tick your option against the category you wish to operate for 350 to 1000 students.

Sl. No	Menu	Option
1	Type – 1 Common South only (CS) with Veg & Non Veg Extras	
2	Type – 1 Common North only (CN) with Extras Veg & Non Veg Extras	
3	Type 1-Both CS&CN with Veg & Non Veg Extras	
4	Type – 2- Common South only (CS) with Veg & Non Veg Extras	
5	Type – 2 - Common North only (CN) with Extras Veg & Non Veg Extras	
6	Type 2 -Both CS&CN with Veg & Non Veg Extras	
7	Food court + mess	
8	Food Court only	
9	All the above	

Financial bid for Food Court and Mess Extras:

Caterers need to provide the cost of all items listed out in food court menu (Table C3) and extra items for mess (Table C4).

The above rates are worked out based on the average number of students. These rates are applicable for whole contract period mentioned in the document. We also accept to cater to any minor modifications in the menu as requested by the students and approved by the Mess Monitoring Control Committee without any additional cost. We hereby agree to abide by the decision of the Hostel Management and terms and conditions mentioned in the schedules. We also agree to attend MMCC meetings without fail and implement the decisions taken by MMCC in strict compliance. We have enclosed the duly signed copy of all the schedules with the required annexure.

Authorized signatory of the tenderer with seal