

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

**TENDER INVITING FOR MONITORING AND SUPERVISION OF FOOD SAFETY AND HYGIENE
IN THE CATERING FACILITIES OF IIT MADRAS**

Table of Contents

Sl. No.	Description	Page No.
1.	NOTICE INVITING TENDER	2-4
2.	SCHEDULE	5
3.	TENDER EVALUATION	6-7
4.	GENERAL TERMS & CONDITIONS	8-9
5.	SPECIFIC TERMS & CONDITIONS	10-15
6.	DETAILS OF FIRM (ANNEXURE – I)	16-17
7.	ASSESMENT SHEET	18
8.	AGREEMENT FORM	19-22
9.	FINANCIAL BID	23

NOTICE INVITING TENDER

ELIGIBILITY CRITERIA:

Sealed tenders are invited from experienced and reputed Food Safety and Hygiene Management Consultancy firms for supervision and monitoring of Food safety and Hygiene at the 11 messes located in Himalaya, Vindhya, Nilgiri, and Cauvery buildings of IIT Madras, for a period of one year from the date of award of contract (01/09/2024 to 31/08/2025) as per the eligibility criteria given below:

- a) The service provider should have executed similar contract in Government/ PSU/ Educational Institutions/ Autonomous bodies/ Factories/ Firms.
- b) The service provider should have a minimum of 3 years of experience.
- c) The tenderer must satisfy themselves that they have adequate experience to handle the above job. They should produce documentary proof of satisfactory completion of at least one job of similar nature costing not less than Rs. 2,50,000/- or two jobs of similar nature costing not less than Rs. 1,25,000/- or three jobs of not less than Rs. 75,000/- for government, Semi-Government public sector organization, Autonomous bodies, Educational Institutions, Factories and Firms during the last five years.
- d) The service provider should have experience of 03 years or more for the similar works in Government/ PSU/ Autonomous bodies/ Educational Institutions/ Factories/ Firms. (Certificate required).
- e) The service provider should have GST registration with the relevant statutory authority.
- f) The company/ firm should have its registered/ branch office in Chennai.
- g) The contractor should be a profit-making firm and having annual turnover of minimum Rs.10 Lakh. The Balance sheet/ P&L account for the past three years ending 31.03.2024 should be submitted along with tender.
- h) Latest Solvency with any scheduled bank where the Consultancy firm is maintaining its account. The solvency certificate should not be more than three months old from the date of publication of this tender document. The solvency certificate should be submitted in original.

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.5000/- drawn in favour of the "Chairman Council of Wardens" on behalf of Office of Hostel Management (OHM), IITM payable at Chennai dated not before **26-08-2024**. 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 the 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.10,000/- drawn in favour of the

“Chairman Council of Wardens” on behalf of Office of 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 **“SUPERVISION AND MONITORING OF FOOD SAFETY AND HYGIENE IN THE CATERING FACILITIES OF HOSTEL MANAGEMENT”**.

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 deposit the following documents in the Technical Bid.

1. Company’s profile on the letterhead bearing full address and it must contain the following details along with self-attested proof of all the documents:
 - a. Place of registration.
 - b. GST No.
 - c. PAN No.
 - d. Telephone/ Mobile No./ Email ID.
 - e. Official Address along with Contact Details & email address.
 - f. The Balance sheet/ P&L Account for the past three years.
 - g. DD towards EMD.
 - h. Certificates as mentioned above.

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

The 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. The decision of the OHM shall be final and binding on the bidders.

Sealed tenders/envelopes superscribed as **"SUPERVISION AND MONITORING OF FOOD SAFETY AND HYGIENE IN THE CATERING FACILITIES OF HOSTEL MANAGEMENT"** should be addressed to.

Chairman Council of Wardens

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

Schedule of Tender

S. No.	Event	Details
1.	Name of the work	Supervision and monitoring of Food Safety and Hygiene at the 11 messes located in Himalaya, Vindhya, Nilgiri and Cauvery mess buildings of IIT Madras.
2.	Period	01-09-2024 TO 31-08-2025
3.	Validity of the tender	90 days from the date of opening tender.
4.	Tender Document Cost	Rs.5000/-
5.	Sale of tender	From: 12.08.2024 to 19.08.2024 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)	26.08.2024 up to 3.00 PM
7.	Pre-bid meeting	19.08.2024, 3.00 PM
8.	Opening of Technical Bid	26.08.2024 at 4:00 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. 10,000/- (refundable)
12.	Address for submission of tender	Chairman Council of Wardens IIT Madras Chennai - 600 036

Tender Evaluation Procedure

- a) The weightage for technical parameters (non-financial matters) : 60%
- b) The weightage for financial parameters : 40%

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 the evaluation of financial bid. If none of the bidders have a technical evaluation score of 25 or 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 tenderer and other parameters (Refer: Assessment sheet Page No. 18)	35
2.	Performance Report of Shops in the Government/Semi-Government Institutions/Organizations/Autonomous bodies/PSUs etc. (Form "A")	15
	Performance Report of shops in private Institutions/Factories/Firms (Self-attested Work Experience Certificate, Certificate-cum-Appraisal Report supported with related documents) (Form "B")	
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.

GENERAL TERMS AND CONDITIONS

1. DEFINITIONS:

In construing these conditions and specifications, the following words shall have the meaning herein assigned to them except where the subject or context otherwise requires:

- a) OHM shall mean Office of Hostel Management.
- b) "Chairman Council of Wardens" will mean the Chairman Council of Wardens (CCW) of Office of Hostel Management at the relevant time. Relevant time will mean the time when action is taken under this Agreement.
- c) "Contract" means the documents forming the tender and acceptance thereof and the Contract Agreement between the OHM and the contractor, if executed together with the documents referred to therein including the terms and conditions, general and special specifications/ conditions, designs, financial bid, schedule of quantities and instructions issued from time to time by the Food Consultancy firm/ OHM and all these documents taken together shall be deemed to form one contract and shall be complimentary to one another
- d) "Consultancy firm" means the firm entering into contract with OHM/CCW.
- e) "Contract Price" means the sum named in the Letter of Acceptance subject to such additions or deductions there from as may be made under the terms of the Contract.
- f) "Works" means the work to be executed in accordance with the contract.
- g) "Site" means Himalaya, Vindhya, Nilgiri & Cauvery mess buildings and the messes therein.
- h) "Approved" means approved in writing, including subsequent written confirmation of previous verbal approval and "approval" means approval in writing including as aforesaid.
- i) Witten notice shall be deemed to have been duly served if delivered in person to the individual or to a member of the firm or to an office of the corporation for whom it is intended, or if delivered at or sent by registered post to last business address or through email.
- j) "MMCC" means Mess Monitoring and Control Committee.
- k) Bidder shall mean the firm who participates in the tender and submits its Bid.
 - a) Bid/ Proposal shall mean the Bid submitted by the Bidders in response to this tender.
 - b) Successful Bidder: The Bidder who inter alia
 - i) meets the following requirements meets the Technical and Financial criteria.
 - ii) whose Bid Proposal are acceptable to the OHM and
 - iii) Adheres / consents to all other conditions laid by OHM.

2. **SINGULAR AND PLURAL:**

Words importing the masculine gender or singular number shall also include the feminine gender and plural and vice versa where the context so requires.

3. The payment will be made to the agency/ firm on monthly on submission of the bill in duplicate duly certified by the concerned official, at the quoted rates as approved by the OHM.
4. Bidder is advised to visit the sites before quoting the price.
5. The bidder is advised to acquaint himself with the job involved, examine site conditions, transport, communication facility, environmental regulation, laws & bye laws of statutory bodies and collect all information that is necessary for preparing the bid and for entering into a contract. The cost of visiting the site and collecting information for the purpose of the bid shall be on bidder's account.
6. While submitting the quotation, the bidder will be deemed to have accepted, understood and accepted all the terms and conditions stated in this document and no change whatsoever will be entertained by the OHM. The contract starts on "as is where is" basis.
7. The EMD will be forfeited, if bidder withdraws his bid during the period of bid validity and no interest is payable on EMD.
8. Any bid received by the OHM after the prescribed date and time for submission will be returned unopened to the bidder.
9. The contract will be awarded to the bidder whose bid has been determined and found to be eligible and to be substantially responsive to the bid documents and who has offered the best evaluated bid, provided further that the bidder has the capability and resources to effectively carry out the contract.
10. The contract is initially for a period of 12 months from the date of its award and can be extended for further period on mutual consent on the same rates, terms and conditions.
11. The OHM reserves the right to reject or to accept any quotation, in whole or in part, without assigning any reason what so ever.
12. The OHM reserves the right to cancel the contract at any time in case of unsatisfactory services provided by the Consultancy Firm during the currency of contract by giving 30 days' notice. The OHM's decision shall be final in this regard.
13. **Clarifications:** All clarifications regarding the purchase/ bid should be sought in writing, from the OHM. Clarifications can be sought up to the last date of submission of tender but the tender submission date can't be extended due to this.

SPECIFIC TERMS & CONDITIONS OF CONTRACT

1. SCOPE OF SERVICE:

- a. Quality analysis of ingredients and ingredient specifications.
- b. Hygiene and sanitation
 - i. General cleanliness: Premises/ floor/ washing area/ dining halls/ cutlery and crockery/ common area/ store room/ rest room/ vegetable cutting area and more specifically service walls, service floor, service ceiling, table tops, waste collection area, bain marie, tableware, water filter, wash basin, work station kitchen walls, kitchen floor, kitchen ceiling, grinder, dough machine, peeler, store room, pot wash, dish wash, exhaust, range, hood cleaning, cob web cleaning etc.
 - ii. Hygiene: Kitchen raw material/ milk/ curd/ vegetables/ oil/ mess employees wearing uniform, cap, hand gloves, using hand sanitizer, cleaning after session, food waste management, medical fitness including required vaccinations, etc.
- c. Feedback analysis
- d. To check all incoming materials both quality and quantity (with expiry date and ISO and FSSAI certification, if any).
- e. To check daily report on general cleanliness, number of employees, menu compliance, quantity and quality of raw materials used and complaints received.
- f. To check weekly report on raw material checking, housekeeping of mess hall/ premises, No. of complaints received resolved and unresolved.
- g. Monitoring: The monitoring will include whether items are cooked/ served hygienically and sufficiently hot, whether the items that are to be cooked freshly are done so, and so on. Swab collection from various points in the mess for analysis.
- h. Monthly report on availability of equipment/ utensils/ crockery/ cutlery.
- i. Periodical checking of adequacy of vessels for preparation/ equipment viz., cooler, freezer, grinder, mixer, plates, tumblers, cutlery, etc.
- j. Equipment usability and advice on discard, as applicable.
- k. Deviation from the Catering Agreement by the caterers.
- l. Submission of monthly summary report a week before MMCC meeting. Recommend best services to improve operations of messes.
- m. Assist in the implementation of FSSAI guidelines amended from time to time and ensure their compliance by all the messes.
- n. Inspect mess facilities and submit weekly reports to MMCC.
- o. Should attend monthly MMCC meetings with a monthly report.
- p. Should provide training to catering staff related to FSSAI guidelines.
- q. Practical on the job training on inspection to designated members of MMCC and others with no restriction on the number of theory and practical classes.

- r. Microbial swab analysis and water sampling from accredited labs.
- s. Manpower attendance status as per contract.
- t. Employ appropriate number of people deemed fit as per requirement to facilitate the scope of work.
- u. Shall ensure that the provisions of pest control contract signed between the pest control agency and OHM is fully complied with.
- v. Cover and inspect all the 11 messes. A minimum of 4 reports should be generated per month from each mess.
- w. Any additional services like special event catering supervision, food tasting etc., at no additional cost.
- x. Shall attend all the MMCC meetings convened by OHM without fail.

2. STATUTORY LEVIES:

The Tenderer will pay all statutory liabilities of the workers and employees engaged by him and ensure that they are paid minimum wages as notified by State Government from time to time and all other statutory liabilities shall be complied with by the Tenderer.

3. KYC of the Workers/Employees:

The successful Bidder should submit all KYC details of the supervisors/ workers/ employees who will be working in and around the mess premises along with their qualifications and experience, within 15 days of the commencement of the contract. In case of any change of staff, details of the new staff shall be immediately made available to the OHM.

- 4. The Consultancy firm shall organize adequate work force and supervisors etc., who shall be solely responsible for all the operations and maintenance as indicated in the scope of work.
- 5. The Consultancy firm shall make arrangement to issue identity cards to each of the staff for entry into the premises. The identity cards shall be issued by the Consultancy firm at his own cost in collaboration with the security agency. Security staff shall be at liberty to exercise check on any of the staff, while entering, search them in the premises during the work and while leaving the premise.
- 6. In case of any accident/ damage etc., caused due to the negligence of the staff deployed by the Consultancy firm, the loss shall have to be made good by the Consultancy firm and no claim will be entertained by the OHM.
- 7. The entire work shall have to be carried out in complete coordination with the security and other working agencies. Any damages to the equipments belonging to the other agencies shall have to be made good by the Consultancy firm at its own cost.
- 8. The staff to be deployed at site should be competent, experienced and qualified in the trade. The list of such staff shall be got approved by the OHM. The decision of the OHM shall be final in this regard. Any change in the staff once deployed shall be allowed only with the prior approval of the OHM. The Consultancy firm shall be responsible for the statutory requirement in case of skilled staff deployed at site.

9. The Consultancy firm will submit bill with documentary proof for salary paid to their staff.

10. SUPPLY OF STAFF

The Consultancy firm shall pay salary to staff employed by the firm directly. As and when, any extra works is to be carried out, the Consultancy firm shall do the job without any extra cost to the OHM.

All the bio-metric devices in the mess will be enabled with the fingerprint of the employee allotted for the service. His/ Her visit shall have biometric record of his/ her visit.

11. The Consultancy firm shall wherever applicable comply with the provisions of the Payment of Wages Act 1936, Minimum Wages Act 1948, Employees Provident Fund & Miscellaneous Provision Act 1952, ESI Act 1948, Employer's Liability Act 1930, Workmen's Compensation Act 1923, Industrial Dispute Act 1947 and Contract Labour (Regulations and Abolition) Act, 1970 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time.

Indemnify the OHM against any payment to be made under and for the observance of the above-mentioned various laws & rules.

The Consultancy firm shall not sub-contract the whole or any part of this contract to another person/third party.

12. DURATION OF CONTRACT

The contract would be initially for a period of 12 months from the date of commencement of work. It can be extended further on the same terms and conditions, if both parties desire/ agree.

13. UNSATISFACTORY PERFORMANCE

If the performance of the Consultancy Firm is not satisfactory and fails to attend any of the items of work as contained in the scope of work, recovery from his bills will be made.

The decision of the OHM in respect of the magnitude of non-performance and its recovery thereof shall be binding on the Consultancy firm.

The contractor shall be responsible for the acts and deeds of its staff. The OHM will in no way be responsible for violation of any applicable law, rules and/ or other loss caused either by the Consultancy firm or by his/ her staff.

The OHM reserves its right to recover from periodical payments to be made to the Consultancy firm, any loss or damage that may be caused to the equipment, machinery, building or any other property of the OHM by negligence or any other reason whatsoever by the Consultancy firm.

The Consultancy firm shall be responsible to comply with the provisions of all the applicable laws and other enactments and amendments made thereto, from time to time and the labour laws as may be in force and applicable.

None of the staff of the Consultancy firm shall be liable to claim any sort of employment with the OHM.

The Consultancy firm shall ensure that the workmen employed are medically fit and in sound mind and health.

14. POLICE VERIFICATION AND COMPLIANCE OF SECURITY REQUIREMENTS:

The Consultancy firm will ensure that its staff must have Security Passes/ Identity Card to enter the premises of the OHM to attend the duties.

The staff should be polite and courteous.

The Consultancy firm shall ensure that his staff are not under the influence of liquor while on duty and any damage to the OHM property will be borne by the Consultancy firm.

15. PAYMENT TERMS:

The payment will be made after deducting the TDS and other eligible taxes. The contract amount shall be inclusive of all taxes, levies etc., but excluding the GST as enforced by Government as per its applicability. The Consultancy firm shall indicate percentage and amount of GST in their bill separately.

No escalation shall be granted on any account over the rates quoted in the tender.

Payment of the monthly bill shall be made by the OHM within 5 working days from the date of submission of the bill subject to, there being no dispute or discrepancy in the Bill.

Insurance under Workmen's Compensation Act and other Liabilities: Workmen's Compensation Policy for the staff employed to be submitted within seven days of Letter of Award or handing over of Site, whichever is earlier.

In the event of there being, any increase of workmen's compensation, insurance Premium under any law or any additional or new liability under the labour laws being imposed on the contractor shall be borne by him and no claim shall be entertained by the OHM on any account.

16. OVERPAYMENTS & UNDERPAYMENT

Whenever any claim for the payment of a sum of money to the OHM arises out of or under this contract against the Consultancy firm, the firm shall pay the claim on demand or the same may be deducted by the OHM from any sum due any time thereafter or may become due to the Consultancy firm under this Contract and failing that under any other Contract with the OHM or from any other sum due to the Consultancy firm from the OHM or IIT Madras or ICSR or any other entity operating from within IIT Madras campus and IITM Research Park.

If any damage/ theft is caused to the assets/ property /office equipment by the staff engaged by the Consultancy firm, the Consultancy firm shall bear the cost of repair or replacement of property/ equipment etc.

17. CANCELLATION/ TERMINATION OF CONTRACT

If the Consultancy firm at any time makes default in proceeding with the work due to negligence and continues to do so after notice in writing of 7 days from the OHM or commits defaults in complying with any of the terms and condition of the contract and does not remedy it or take effective steps to remedy within 7 days of notice in writing

or fails to complete the items of works as stipulated and does not complete within the specified period.

The OHM shall without any prejudice or any other right of remedy which shall have accrued or shall accrue thereafter, the OHM can cancel the contract within a period of one month reckoned from the date of issue of the first notice.

18. ARBITRATION

Except where otherwise provided for in the contract, all questions and disputes relating to the meaning of the specifications, and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, specifications, instructions, orders or these conditions or otherwise concerning the works, or the execution or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof shall be referred to the sole arbitrator to be appointed by the OHM.

The Arbitration and Conciliation Act, 1996 as amended from time to time be followed for arbitration.

The work under the contract shall, if reasonably possible, continue during the arbitration proceedings, and no payment due or payable to the contracting agency shall be withheld on account of such proceedings.

The arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing. The arbitrator shall give a separate & reasoned award in respect of each dispute.

The venue of arbitration shall be within Chennai, such place, as may be fixed by the arbitrator with his sole discretion within Chennai.

The cost of arbitration shall be final, conclusive and binding on all parties to this contract.

The cost of arbitration shall be borne by the parties to the dispute as may be decided by the arbitrator (s)

19. LAWS GOVERNING THE CONTRACT

This contract shall be governed by the Indian Laws in force.

The Consultancy firm shall employ in execution of the contract, only such persons as are skilled and experienced in their trades and submit the list of workers so employed, and the OHM shall be at liberty to object to and require the Consultancy firm to remove from the works any person employed by the firm, who in the opinion of the OHM, misconducts or is incompetent or negligent in the proper performance of his duties and such person shall not be again employed without permission of the OHM. Decision of the OHM in this respect shall be final.

Performance of the Consultancy firm shall be reviewed by the OHM authorities time to time, wherein senior executive of the contracting firm will have to be present.

The Consultancy firm shall pay & continue to pay during contract and also pay till full and final settlement of labour(s) or workers dues as per the statutory requirements applicable as per rules, including gratuity/ benefits pertaining to the currency of the

contract, is made. The Consultancy firm shall indemnify the OHM and shall keep the OHM indemnified against all such claims.

20. TERMINATION OF CONTRACT

In the event of the Consultancy firm committing, breach of any of the terms and conditions herein contained and/ or required to be observed and to be performed by it for the satisfactory and faithful performance of the contract, the OHM shall be at liberty to terminate this contract by giving one month's notice and without assigning any reasons.

21. GENERAL INSTRUCTIONS:

All entries in Tender Documents must be made in English.

Tenderer should quote in figures as well as in words the rates tendered. Special care must be taken in writing the rates in figure as well in words to avoid the possibility of interpolation. Erasures and alterations must be avoided, but if made unavoidable, the wrong figures and words must be neatly scored out under the full signature of the Tenderer and the correct figures and words neatly re-written but not overwritten.

22. CONFIDENTIALITY:

The Consultancy firm shall not use the video or photographic footage collected during the course of inspections for any purpose. No data or part thereof shall be used even for any training purposes without written permission of the OHM. A strict confidentiality should be exercised.

23. OVERWRITING IS NOT PERMITTED:

In the event of any discrepancy between the rates quoted in words and the rates in figures the former shall prevail.

Consultancy firms are requested to note that if they have got firms in different name, they should submit the quotations in the name of only one firm.

The tenderer shall bear all the expenses in connection with the submission of tender. All the pages of tender documents should be signed and stamped by the tenderer.

The tenderer whose tender is accepted is bound to execute a formal agreement with the OHM.

Annexure - I
Details of the Firm

1	Name of the Firm/ Company			
2	Registered Address:			
	Address for Communication:			
3	Contact Information Office Phone Number: Residence Phone Number: Mobile Number: email:			
4	Status of the Firm: (Please tick appropriate box & attach proof)	<input type="checkbox"/>	<input type="checkbox"/>	Company
		<input type="checkbox"/>	<input type="checkbox"/>	Partnership
		<input type="checkbox"/>	<input type="checkbox"/>	Proprietary Firm
		<input type="checkbox"/>	<input type="checkbox"/>	Individual
5	Year of Establishment:			
6	Registration Details Companies/ Firm Registration Number & Date: Income Tax PAN No.: Goods & Service Tax No.: (attach proof)			
7	Income Tax Turnover of the Company/ firm (Please attach copy of audited balance sheet and profit & loss account/ IT Returns for last three financial years)			
8	Details of works done in last 5 years. Please mention only those works which qualify.			

9.	Specify the maximum value of work done in a year	Rs. Year		
10.	Name & Address of Bankers (Enclose Solvency Certificate in Original.)	Yes: No:		
11.	Details of three responsible clients/ persons to whom the major works carried out by the applicant with address and telephone number who will be in a position to certify about the quality as well as past performance of your organization			
12.	Details of Tender Fee Details of EMD	DD No.	Date	Issuing Company / Branch

DECLARATION

1. All the information furnished by me/ us here above is correct to the best of my knowledge and belief.
2. I/ we have no objection if enquiries are made about the work listed by me/ us in the accompanying sheets/ Annexures.
3. I/ We agree that the decision of OHM in selection of the Consultancy firm shall be final and binding on me/ us.
4. I/ We have read the instructions and I / we understand that if any false information is detected at a later date the tender shall be cancelled at the discretion of the OHM and I/we are liable for any action, as deemed fit by the OHM.

Place: SIGNATURE.....

Date: NAME & DESIGNATION

Note:

Where copies are to be furnished, they have to be certified copies by the concerned agencies.

ASSESSMENT SHEET

Sl. No	Parameters	Page no.	Name of the tenderer
01	Period of Experience as per attached documents		
02	Copies of previous three years Income Tax returns showing turnover i.e., financial year 2021-22, 2022-23 & 2023-24		
03	Individual		
04	Company		
05	Profile / experience in the field		
06	Human Resources Profile (General qualifications, Educational qualifications, Age, Language capability, experience in similar assignments etc.)		
07	Transfer of knowledge through training programmes		
08	PAN No.		
09	GST No.		
10	Presentation (Understanding of terms of reference, Methodology for implementing FSSAI guidelines, Challenges and mitigation proposed)		

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 and
Beverage Management 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 Conditions of Contract
- The Purchaser’s Award Letter
- Tender No. -----duly Signed by the Bidder
- General & Specific Terms and conditions
- Scope of work

NOW IT IS HEREBY AGREED AS FOLLOWS:

1. SCOPE OF SERVICE:

- a. Quality analysis of ingredients and ingredient specifications.
- b. Hygiene and sanitation
 - i. General cleanliness: Premises/ floor/ washing area/ dining halls/ cutlery and
crockery/ common area/ store room/ rest room/ vegetable cutting area and
more specifically service walls, service floor, service ceiling, table tops, waste
collection area, bain marie, tableware, water filter, wash basin, work station
kitchen walls, kitchen floor, kitchen ceiling, grinder, dough machine, peeler,
store room, pot wash, dish wash, exhaust, range, hood cleaning, cob web
cleaning etc.
 - ii. Hygiene: Kitchen raw material/ milk/ curd/ vegetables/ oil/ mess
employees wearing uniform, cap, hand gloves, using hand sanitizer, cleaning
after session, food waste management etc.
- c. Feedback analysis
- d. To check all incoming materials both quality (with expiry date and ISO and FSSAI
certification, if any)
- e. Daily report on general cleanliness, number of employees, menu compliance,
quantity and quality of raw materials used and complaints received.

- f. Weekly report on raw material checking, housekeeping of mess hall/ premises, No. of complaints received resolved and unresolved.
 - g. Monitoring: The monitoring will include whether items are cooked/ served hygienically and sufficiently hot, whether the items that are to be cooked freshly are done so, and so on. Swab collection from various points in the mess for analysis.
 - h. Monthly report on availability of equipment/ utensils/ crockery/cutlery.
 - i. Deviation from the FSSAI compliance by the caterers.
 - j. Submission of monthly summary report a week before MMCC meeting.
 - k. Recommend best services to improve Food safety and Hygiene.
 - l. Assist in the implementation of FSSAI guidelines amended from time to time and ensure their compliance by all the messes.
 - m. Mediate between MMCC, Students and Caterers in resolving various issues on food safety and hygiene and provide appropriate industry practices based on their experience.
 - n. Practical on the job training on inspection to appropriate designated members of MMCC and others with no restriction on the number of theory and practical classes.
 - o. To check economical use of water and monitor the waste management in all the dining halls and kitchens.
 - p. Microbial swab analysis and water sampling from accredited labs.
 - q. Shall ensure that the provisions of pest control contract signed between the pest control agency and the OHM is fully complied with.
 - r. Cover all the messes for one meal at random (breakfast or lunch or dinner) and summary report submitted monthly.
 - s. Any additional services like special event catering supervision, food tasting etc., at no additional cost.
2. 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.
 3. The OHM shall pay the Consultancy Firm such sums as shall become payable hereunder at the kinds and in manner specified in conditions.
 4. The said conditions shall be read and form part of the agreement and parties will hereto respectively abide by/ submit themselves to the conditions and stipulation and perform the agreement on their part respectively as contained in such conditions.
 5. It is also agreed that the 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.
 6. 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.

7. 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.
8. An exclusive WhatsApp group with the Officers/ staff from the 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.
9. The Consultancy Firm is willing to receive communication from the purchaser in the form of WhatsApp messages, SMS, calls, emails, etc.
10. The top executive of the Consultancy Firm shall be present in the Mess Monitoring and Control Committee (MMCC) meeting convened on every month (date will be intimated by email).

11. Payment Terms:

- a. Both parties agree that the Consultancy Firm will be paid a monthly retainer by the 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. The 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 the 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	

FINANCIAL BID

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

To:

The Chairman Council of Wardens
Office of the Hostel Management
IIT Madras
Chennai – 600 036

Dear Sir,

Sub: Supervision and monitoring of Food safety and Hygiene at the 11 messes located in Himalaya, Vindhya, Nilgiri and Cauvery mess buildings of IIT Madras.

I/We hereby submit our quote as under:

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

(The tenderer shall quote in figures and words)			
Submitted by:			
Signature:	_____		
Name:	_____		
Contact No.:	_____		