



**Office of the Chairman Council of  
Wardens and Hostel Management**

IIT Madras, Chennai - 600036

Tel: 044-2257 8501, email: [ccw@iitm.ac.in](mailto:ccw@iitm.ac.in)

**CATERING TENDER DOCUMENT**

**Date of Release of Tender: 05-05-2025**

Name of the Work	Providing catering services in the central dining facilities of IIT Madras
Period	July 28, 2025 to July 27, 2026
Validity of the Tender	90 days from the date of opening of the tender
Bid Security	Bid securing declaration to be submitted
Performance Bank Guarantee/ Performance Security Deposit	Rs.25,00,000/-
Pre-Bid Meeting	12-05-2025, 11:00 hrs
Last Date of Tender Submission	26-05-2025, 15:00 hrs
Address for Submission of Tender	Chairman Council of Wardens and Office of Hostel Management, IIT Madras, Chennai – 600 036
Date of Opening of Technical Bid	26-05-2025, 16:00 hrs
Date of Opening of Financial Bid	Will be intimated later to technically qualified tenderers



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**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 A-2 & A-3

**II. Schedule B: Terms and Conditions**

- a) Annexure B: Charges payable for services

**III. Schedule C: Scope of Work**

- a) Annexure C-1: Model feedback form for evaluation
- b) Annexure C-2: Minimum staff requirements
- c) Table C1-C4: Menu

**IV. Schedule D: Financial Bid**

**V. Forms**

- a) Bid securing declaration
- b) Performance bank guarantee/ Performance Security Deposit

**VI. Additional Documents:**

- a) Copy of Valid Central FSSAI license

**NOTICE INVITING TENDERS FOR PROVIDING CATERING SERVICES AT  
CENTRAL DINING FACILITIES OF IIT MADRAS**

**Last Date for Submission of Tender: 26-05-2025 by 15:00 hrs**

Dear Sir/Madam,

The Office of Hostel Management proposes to select Caterers for catering services in ten central dining halls having a total capacity ranging from **4000 to 10000** students conforming to the specifications given in the annexed schedules. Each dining hall can accommodate about 900 students. Each caterer may serve for about **600-1200** students. Please note that mess is not compulsory for the hostel residents, the number of students allotted to a particular caterer/mess depends on the number of registrations to that caterer/mess by the students. The initial contract would be for a period of Twelve months, extendable on a mutual agreement based on the satisfactory performance of Caterers and at an **agreeable price**. The performance would be reviewed by the Mess Monitoring and Control Committee (MMCC) at the end of the initial contract period.

This Tender document may be downloaded from the following link: <https://ccw.iitm.ac.in/>.

The bidders should submit the tender 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 26-05-2025 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 Tender Committee to decide the technical suitability of their service based on the pre-laid terms and conditions.

Performance of catering contractors, who are already serving at IITM will be assessed based on the Mess Monitoring and Control Committee (MMCC) report of the year **2025-2026**.

**Schedule for Opening of Technical Bids: 16:00 hrs on 26-05-2025.**

**Venue: 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 of 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**

**अध्यक्ष / CHAIRMAN**

**वार्डन की परिषद और छात्रावास प्रबंधन कार्यालय  
Wardens Council &**

**Office of Hostel Management**

**आई.आई.टी. मद्रास / I.I.T. Madras, चेन्नै / Chennai-36**

## **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 a Limited Tender Process. Caterers are invited to participate for the mess tendering process.

##### **2. 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 **26-05-2025 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.

##### **3. 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.

##### **4. Bid Declaration**

- Signed documents of Tender Schedule, Schedule B, Schedule C, Annexure B, Annexures C-1 & C-2, are to be placed and sealed in Envelope-01. This envelope shall be super-scribed as "Tender Schedule and Annexures".
- Envelope-02 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-01 & 02, 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 Office of Hostel Management: 2025-26**".

##### **5. 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.

## **6. Performance Bank Guarantee/ Performance Security Deposit**

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 up to 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

In lieu of the performance bank guarantee, the catering contractor can pay a performance security deposit of **Rs.25,00,000/-** (Rupees Twenty Five lakhs) in the form of a Demand Draft in favour of **Chairman Council of Wardens, IIT Madras** payable at Chennai within a period of 7 days from the date of issue of letter of acceptance.

- a) The performance bank guarantee/ performance security deposit shall be held up to the end of contract period/ extended contract period plus 6 months. After the completion of the contract period plus six months and clearing all the dues, if any, the performance bank guarantee/ performance security deposit will be returned to the catering contractor without any interest.
- b) The Chairman Council of Wardens shall not make a claim under the performance security deposit except for amounts to which the 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 the 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 the Chairman Council of Wardens.
  - iii. Failure by the catering contractor to pay their material suppliers (vendors) any amount due, as agreed by the catering contractor.
- c) 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 deposit shall stand forfeited in full and shall be absolutely at the disposal of the OHM.

## **7. 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 type-written 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 be undertaken 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, all 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.

## **8. 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.

## **9. 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 for Technical bid will be opened subject to verification of their compliance with the Tender Schedule (includes Schedule-A, Schedule-B & Schedule-C).

## **10. Details of Tenderers' Clients**

Complete details of clients of the tenderers must be enclosed with the Technical bids. Clients' addresses, name(s) of contact person(s) with phone numbers must be listed in the enclosure.

## 11. Presentation

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

## 12. a. Daily Rates

The Financial bid must include price quoted as a Daily Rate per student plus all applicable taxes indicated separately for each menu 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 session of the day for the complete month in advance with the approval of the Mess Monitoring and Control Committee (MMCC).**

## 12. b. Serving Extras on Daily Basis

List of extra items (at least three extra items for both veg and non-veg 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 must 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 only through a digital payment 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 or dinner, the same shall be sold to the students who have not pre-booked for the extras.

## 13. 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 conditions will become automatically invalid.

## 14. 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.



## 15. 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.

## 16. Acceptances and Rejection

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

## 17. Special Conditions, 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 the Office of Hostel Management reserves the right to not 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 or combination of Food Court with one menu in the same allotted venue, if required.**

## 18. Tender Evaluation

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

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

Maximum technical marks to be allotted by the Tender Committee would be 125. The tenderer has to obtain a rating of above average in an overall performance rating on the feedback/ proxy site visits and a minimum score of 95 marks to be eligible for evaluation of financial bid. If the number of bidders with technical evaluation score is greater than or equal to 95, is less than 10, but fulfills the requirement of above average performance rating on the feedback/ proxy site visits, then the financial bid of the bidders whose technical scores are within **top 10** 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	<b>100</b>
2.	Feedback/ Proxy Site Visits	<b>25</b>
	<b>TOTAL</b>	<b>125</b>

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 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 awarded the contract. Further, even after doing so, if there is a tie, then the tender committee will decide on the appropriate procedure to be adopted for determining the eligible tenderer for award of contract.

The best evaluated bid shall normally be accepted. However, if the price offered by the best evaluated bidder is not acceptable, negotiation may be held with the best evaluated bidder. In case, such negotiation does not provide the desired result, the reasonable or acceptable price may be counter-offered to the next best evaluated bidder(s).

Final selection of the tenderer shall be based on the scoring system mentioned above. If the Tender Committee decides that the rate quoted by any Bidder is too low (i.e., less than the prevailing market rate) 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 Office of 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.**

### 18.1. General Assessment Sheet

Sl.No.	Description	Max. 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 2020-21, 2021-22 and 2022-23, 2023-24, 2024-25 (provisional).	30
12.	Weightage based on the performance report	15
13.	Total No. of employees	10
	<b>TOTAL</b>	<b>100</b>

## 18.2. Criteria for General Assessment

### 1. (A) Academic institutions/ Centrally funded technical institutions (CFTIs)

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

+

Providing catering services in (2 to 5) academic/ CFTIs : 10 marks

+

Providing catering services to more than 5 academic/CFTIs : 10 marks

### (B) Non-Academic Institutions

- (C) Providing catering services in 2 to 5 outlets : 10 marks
- (D) Providing catering services in more than 5 outlets : 10 marks

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

### 2. Balance Sheets

- Turnover > 5 crores : 7.5 marks
- 2 crores < Turnover < 5 crores : 5.0 marks
- 1 crore < Turnover < 2 crores : 2.0 marks
- 50 lakhs < Turn over < 1 crore : 1.0 mark

### 3. Performance Reports

- a) Very Good : 15 marks
- b) Good : 10 marks
- c) Fair : 05 marks
- d) Poor : 03 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

## 19. 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.

## 20. 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.

## 21. Registration of Students to Dine in a Specific Mess

The students will register to mess/ caterer online through the web-enabled process at periodic intervals for a particular period (mess cycle). A complete list of students who will be dining with a respective caterer in the dining period will be released by the Office of Hostel Management. A duly approved final list will be subsequently issued to the caterer within the dining period.

Under normal circumstances, no change to this published list will be entertained. However, Office of 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 face recognizer/ biometry/ QR Code/ Institute ID card (as applicable from time to time) 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.

## 22. 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 through the arrangement made by the OHM. Chairman Council of Wardens approves the same and sends a list of exempted students to the respective caterers. 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, the students with medical reasons are not bound by the number of rebate days.

## 22a. Kushal Dining

There must be a provision for the faculty members of the institute (IIT Madras), along with his/her Advisees (students of the institute), to dine in any mess of their choice, once in a month. After dining by the faculty members, they can assess the mess about the quality/ quantity of the food served and the hygiene conditions maintained at the mess halls. Caterers are bound to give their response to the feedback given by them. One important point to note is most of these advisees are already registered members of a particular mess in every mess cycle.

## 23. Payment to the Caterer

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

- a. wages for all relevant human resources.
  - b. Kushal dining by the faculty and their advisees once in every month.
  - c. fuel.
  - d. all general provisions, vegetables, fruits and milk of good quality.
  - e. logistics – transportation, loading and unloading, and storage.
  - f. utilities (water, electricity, etc.) usage beyond permissible limits.
  - g. license fee for use of space and infrastructure facilities.
- (i) Based on the number of students registered with the caterer, 50% advance payment shall be made to the caterers within 5 days from the date of commencement of the dining period.

In this regard, the OHM would make arrangements to complete the mess registration, mess change, mess swap exercise, etc., well in advance, before the commencement of the dining period. The allotment list shall be shared with the caterer 2-3 days prior to the commencement of the dining period.

- (ii) The final payment for each dining period shall be made based on the final allotment list after deducting the rebate amount (students not dined with proper permission), license fee for use of space and infrastructure, water, RO water, electricity, gas, penalty imposed, if any for violation of contract norms, etc., charges for waste disposal and pest control.
- (iii) Mess rebate information shall be made available to the caterers by providing access through ikollege login.

**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 face recognizer/ biometry/ QR Code/ Institute ID Card (as applicable from time to time).** Students whose mess rebate has been admitted and approved by the Office of 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 the OHM.

## 24. 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 the 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 the 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 third-party, the caterer will be penalized if he fails to maintain the basic hygiene standards. Likewise, a third-party would also conduct an FSSAI audit periodically and give grading, if the caterer fails to get a satisfactory grading on any THREE occasions, it would tantamount to non-compliance of FSSAI guidelines by the Caterer and his/ her catering contract is liable for termination. Caterer should have sufficient manpower during mess timings, in each category with respective uniforms (refer appropriate schedule for more details). In case of any shortage or absence of the manpower, the Office of Hostel Management has the right to impose penalty, which is proportionate to the extent of the absent manpower.

## 25. Indemnity Clause

Each caterer has to execute an indemnity bond stating “The caterer indemnifies the Office of Hostel Management of IIT Madras of any issues arising due to unhygienic 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”.

## 26. 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	3X	$3 * n * X$
	- Dead	5X	$5 * n * X$

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 example 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%.	Rs.5000/-	Rs.(5000*n) + 1000*Dil%
6	Usage of synthetic color, MSG etc., or if found in storage room.	X	1.5*n*X
7	Non-compliance with workers dress code.	0.1*X	1.2*n*(0.1*X)
8	Non-compliance with the rule stating about the number of workers 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 valid reason and prior permission from CCW/ MMCC.	0.2*X	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
16	Misuse of filled or empty gas cylinders like selling, giving to others, etc.	10X	Termination of contract
17	Putting gas cylinder in hot water bath or keeping in sun light, etc.	X	1.5*n*X
18	Volitation of the terms and conditions of the tender document	5X to 10X	As decided by the MMCC chairman and CCW.

NB: The caterers may prefer an appeal with the 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.

## 27. 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 EU to receive any payments due or payable from the Office of Hostel Management. In case of any damages 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 the EU and approved by the Office of Hostel Management. The deduction will be made from the amount payable to the caterer.

## 28. Penalty for Withdrawal of Services before the Period of Contract

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



## **29. Signing of Agreement**

1. The successful catering contractor on acceptance of his/ her tender shall sign the contract within 14 days from the stipulated date of start of the work.

### **2. Documents Constituting the Contract**

- a. Non-judicial stamp paper of a 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).

## **30. 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:**

**Signature of Tenderer**

**Place:**

**Official Seal and Address**

**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Schedule A: Basic details**

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

Sl. No.	Description	Information
1a	Name of the Caterer:	
	Complete Address:	
	Phone No.	email:
	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 four 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 served in Higher Education Institutions. (Enclose list of work handled for the period 2022-2024 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 for the period 2022-2024 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 lakh) Authenticated copy of audited Statement of Accounts for the last four 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
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.**

**Annexure A-1**  
**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Name of the Tenderer:**

**Address:**

**Proof for Payment of Service Tax/ GST (Last Four years)**

<b>Financial year</b>	<b>Taxable Value (Rs.)</b>	<b>Service Taxpaid (Rs.)</b>
<b>2021-22</b>		
<b>2022-23</b>		
<b>2023-24</b>		
<b>2024-25 Provisional</b>		

**Note: Please enclose copy of Service Tax/GST Return & payment receipts**

**Proof for Payment of Income Tax (Last Four years)**

<b>Financial year</b>	<b>Assessment year</b>	<b>Gross Income (Rs.)</b>	<b>Net Income (Rs.)</b>	<b>Income Tax paid (Rs.)</b>
<b>2020-21</b>	<b>2021-22</b>			
<b>2021-22</b>	<b>2022-23</b>			
<b>2022-23</b>	<b>2023-24</b>			
<b>2023-24 Provisional</b>	<b>2024-25</b>			

**Note: Please also attach form 26AS downloaded from TDS Centralized Processing Cell of Income Tax Department**

**Signature of Tenderer with date and seal**

**Annexure A-2**  
**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Name of the Tenderer:**

**Address:**

**Details of Academic Institutions Served from January 2021 to till date**

<b>Sl. No</b>	<b>Name and address of Institution served</b>	<b>Period of service</b>	<b>No of students</b>	<b>Type of service (Food court/ Mess)</b>

**Note:** 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**

**Annexure A-3**  
**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Name of the Tenderer:**

**Address:**

**Details of Non-Academic Institutions Served from January 2019 till date**

<b>Sl. No</b>	<b>Name and address of Institution served</b>	<b>Period of Service</b>	<b>Type of service (Food court/ Canteen)</b>	<b>No of Diners</b>

**Please attach:**

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

**Annexure A-4**  
**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Name of the Tenderer:**

**Address:**

**Quality Certification Obtained**

<b>Sl. No</b>	<b>Issued by</b>	<b>Valid until</b>

**Attach photo copies in support of the above**

**Annexure A-5**  
**CATERING TENDER 2025-26**  
**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 is/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 2025-26 at Office of 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

Note: Solvency certificate in any other format will not be considered for tendering process



**Annexure A-6**  
**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Name of the Tenderer:**

**Address:**

**BALANCE SHEET DETAILS**

(Amount in INR Lakh)				
Particulars	Financial Years			
	2021-22	2022-23	2023-24	2024-25 (provisional)
<b>Total Revenue</b>				
<b>Total Expenses</b>				
<b>Profit before tax</b>				
<b>Profit after tax</b>				

Note: Enclose copies of audited balance sheet for the years up to March 2024 and Trial Balance, certified by a Chartered Accountant for the year 2025 on the letterhead of firm/CA.

**Signature of Tenderer with Date and Seal**

**Annexure A-7**  
**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**PERFORMANCE REPORT FOR SERVICES PROVIDED IN THE GOVERNMENT/SEMI-GOVERNMENT INSTITUTIONS/ ORGANIZATIONS/ AUTONOMOUS ORGANIZATIONS**

(To be issued by the organization where facility is being provided)

1. Name of the Owner:
2. Name of the Company/ Firm & Location:
3. Name of organization where catering services are provided:
4. Name and contact No. of the person in the Organization for verification:
5. Date of award of contract:
6. Date of expiry of license/ completion of contract:
7. Performance Report:

a)	Quality of items/ works	Excellent / very Good / Good / Fair / Poor
b)	Resourcefulness	Excellent / very Good / Good / Fair / Poor
c)	Interpersonal relationship	Excellent / very Good / Good / Fair / Poor
d)	Punctuality Opening & Closing of shop and Maintaining service hours.	Excellent / very Good / Good / Fair / Poor
e)	Regularity in paying dues	Excellent / very Good / Good / Fair / Poor

Date:

(Signature with Name, designation and  
Seal of the organization)

**Form of Performance Security (Guarantee) Bank Guarantee Bond**

In consideration of the Office of 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 the 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 those 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 forebear 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 **2025-26** and also debarred from participating in any of the tenders floated by the Office of Hostel Management, IITM for a minimum period of 2 (two) years.

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

**Schedule B**  
**CATERING TENDER 2025-26**  
**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 Office of 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: 07:30 hrs - 09:30 hrs  
Extended breakfast: 09:30 hrs - 10:00 hrs (only bread, butter, jam)  
Lunch: 12:00 hrs - 14:30 hrs  
Evening Tea: 16:30 hrs - 17:30 hrs  
Dinner: 19:00 hrs - 21:30 hrs
4. **Type of service:** Counter-service with minimum of two counters in each dining hall with a provision for serving all items viz., *rice, sambar, rasam, etc.*, by adequate servers. In addition, *chapatis, 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, three counters should be operational during peak hours. **Caterer should provide table service as per the decision of MMCC, if required.**
5. For the scope of work, please refer to **Schedule C**.
6. The Office of Hostel Management shall provide the following:
  - a) Water for washing and cleaning at prevailing rates on the basis of metered consumption.
  - b) RO water for drinking and cooking.
  - 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 and 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 Office of Hostel Management:
- a) Good quality vegetables, fruits, provisions, dairy products, protein/ meat, etc., and all raw materials should be procured and cleaned thoroughly before food preparation. Meat/ fish items should be purchased only on the day of use and previous day's meat/ fish items should not be used.
  - b) Wooden pallets should not be used in the vegetable cutting zone.
  - c) Generally, cooking gas from TUCS, IIT Madras campus under exempted category rate will be supplied. In case of scarcity of cooking gas in exemption category, caterers have to use the commercial cooking gas, with no additional costs.
  - d) The caterer has to make their own arrangements for procuring utensils, tools, equipment, etc., to run the system efficiently. Office of Hostel Management will not supply any such required items to the caterer.
  - e) Caterers should use separate freezers for storing meat, fish, chicken, mutton and vegetarian items. Vegetarian and non-vegetarian items should not be stored in the same refrigerator/ chiller.
  - f) Caterer should ensure adequate facilities for heating, cooling, refrigeration and freezing food and facilitate monitoring of temperature with digital display.
  - g) The vessels and cutleries for vegetarian and non-vegetarian items must be color coded, 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 colour, 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 should be 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. To check the temperature of food being served, each caterer should have a minimum of two thermometers and these thermometers should be calibrated regularly. Digital display provisions should be made to

show the temperature of the bain-marie.

- o) Reheating should be done appropriately and indirect reheating such as adding hot water or reheating under Bain-Marie or reheating under lamp is not allowed.
  - p) Oil suitable for cooking purposes should be used. Periodic verification of fat and oil by checking the colour, flavour and floated elements should be done. Caterers should mandatorily have sufficient provision to monitor quality of oil. Caterers should make the required arrangement for the safe disposal of used oil following the guidelines of FSSAI.
  - 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 Office of Hostel Management shall approve the brands for cooking after its inspection from time to time. The Caterer should ensure that the incoming material is procured as per internally laid down specifications 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, egg, etc., must be checked for spoilage and accepted only in good condition). Office of 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 sufficient number of dishwashers, which should be used optimally. Katories, spoons, plates must be cleaned in the dishwashers.
  - 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 and 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. The caterer should ensure that there are no blockages of drainage in the kitchen (by throwing food items) and if so, the charges of rectification have to be borne by the caterer.
- 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 and 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, joineries, diaphragm chambers, furniture. 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 Office of 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) The OHM follows *Swachhata Pakhwada* (a cleanliness drive) throughout the year in the mess zone. Therefore, vendors shall undertake the following activities:
- A cleanliness drive should be conducted throughout the entire premises, including the removal of junk, old records, paper waste, and general cleaning.
  - Display awareness posters about the cleanliness drive at prominent locations on the vendor premises, preferably through digital displays.
  - Organize a campaign to raise awareness about reducing food waste to zero.
  - Ensure that additional dustbins are placed around the premises.
  - Document the initiatives by taking before-and-after pictures of the premises.
- g) The eateries shall comply with the following instructions issued by the Zonal Health Officer (Zone 13), Greater Chennai Corporation:
- All food handlers need to provide vaccination certificates for Typhoid and Hepatitis.
  - All food handlers take deworming tablets once in six months.
  - All food handlers shall undergo periodical stool tests to identify asymptomatic carriers, if any.
  - All food handlers to be educated on personal hygiene and cooking in hygienic conditions, duly complying with the FSSAI guidelines.
  - All eateries shall mandatorily submit a Sanitary Certificate from the Public Health Department, Greater Chennai Corporation.

- h) All kitchen and serving items like appliances, pots, warmers, plates, etc., should be stored on elevated stands or racks. In addition, two stainless steel strainers of dimensions specified by the MMCC must be used in the dish wash and pot wash areas respectively so that food waste does not clog the drains.
- i) Keeping the mess premises and surroundings neat, clean and hygienic.
- j) 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 (egg, larvae, feces, etc.) is liable for penalty and repeated sighting of pests would entail termination of the contract. The periodicity of fumigation and implementation of pest control measures to be decided by the Office of Hostel Management. Pest control activities will be carried out by a single agency and will be coordinated by Office of Hostel Management. The charges would be borne by the caterers.
- k) Proper upkeep and maintenance of hand washing facilities, toilets and change rooms of employees.
- l) Food material should be tested through an accredited lab and records be maintained and produced during every MMCC meeting.
- m) Cutlery, crockery used for serving and dinner accompaniments at dining service should be clean and sanitized free from unhygienic matters.
- n) Chlorine strips for checking the quality of water should be available with all the caterers.
- o) The staff using Suma tablet (disinfectant) for sanitizing vegetables, utensils, equipment, and food preparation surfaces should be sensitized about their usage like what should be the ppm level of the disinfectant when dissolved in water for various activities.
- p) All the entrances to the kitchen should have air curtains.
- q) Food grade containers should be used for storing provisions or there should be food grade lining inside the container. Plastics should not be used in any form.
- r) All egg stacks, if any, should contain date of receipt and expiry tags.
- s) Items stored in the chiller should have date and identification tags.
- t) Plastic sieves should not be used in the kitchen.
- u) Alcohol based wet wipes should be used to clean the thermometer or should be dipped in boiling water to sanitize before use.
- v) The sanitizers placed at kitchen entrance should be odour and scent free.
- w) Shaving blades and stapler pins should not be used in the kitchen or dining area for whatsoever purpose.
- x) Foreign bodies like metal nails, finger nails, hair strands, threads, metals, plastic material, insects live or dead (viz., cockroaches, flies, earthworm) in food items are 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.

- y) Kitchens should be odour free and free from dust, grime, stains, etc.
- z) Kitchens should be inspected by the owners of the catering company once in a fortnight and send the report to the Chairman Council of Wardens.
11. Caterer's performance will be monitored and reviewed on a regular basis by the 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. Office of 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 **July 24, 2026 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 IIT Madras campus. The Caterer shall not serve food that is prepared/ cooked elsewhere outside the dining facility. Raw materials 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 Office of Hostel Management at a 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 Office of Hostel Management in good and tenable conditions. Cost of repair charges for mishandling and willful damages (except normal wear and tear) will be recovered from the payment due/ performance security deposit.
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 Office of 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/ Vindhya/ Nilgiri for each caterer	Rs.2,25,000/-
		*Additional Rs.45,000/- will be collected separately from the caterers those who are running the vacation mess during the month of May

20. The selected Tenderer shall start the dining facility from **July 28, 2025** and the Office of Hostel Management will serve intimation to the caterer, well in advance.
21. During vacation periods of IIT Madras, the Office of Hostel Management reserves the right to reduce the student strength of each mess hall 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 Office of 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 and 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 Office of Hostel Management immediately. The caterer shall arrange security pass to all his employees from the security section of IIT Madras.
24. Only **FIVE employees** will be permitted to stay in the premises of IIT Madras after working hours for each caterer. Necessary permissions in writing should be obtained by the Caterer for overnight stay of their employees in the IIT Madras campus at times of exigencies. The names of such employees should be intimated to the Office of 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, headgears, 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 and 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 Office of Hostel Management before the start of the mess services. Any subsequent changes should be also brought to the immediate attention of the Office of Hostel Management. All the staff involved in cooking, preparation of raw materials and handling and serving food, washing utensils and managing the dining halls including the managers and owners shall be vaccinated with two doses of Covid-19 vaccines.
26. The Caterer shall be responsible for the proper conduct and behaviour of the employees engaged.
27. Smoking, consumption/ distribution of alcohol, use of paan, gutka and any banned substance 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 workers are engaged for a day or half a day.
30. Students can express their preference for any dining facility every month/ mess period cycle. List of extra items offered along with each course on every day shall be displayed on the notice board in front of the dining area.
31. The AMC charges of the tools and equipment 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 deer including the endangered blackbucks. 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 which clears the garbage every day from all the mess premises. 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 premises. Each item of waste generated should be disposed in foot operated bins as specified by the FSSAI, which should be arranged neatly in the lift/ designated area. Every worker in the mess should be briefed about these rules by the mess Managers. Food wastes generated from both plates and production process beyond 250 kg/day will attract waste disposal charges which will be borne by the Caterer. Wet, dry and plastic wastes should be collected separately and handed over to the waste disposal team. It is the responsible of the caterer to not mix the different wastes until they are handed to the waste disposal team.
- Caterer should make necessary arrangement for the display of amount of food waste generated per day at a prominent place in the dining hall.
33. Payment for extras in the messes and food court is to be collected only through the digital payment system. No sales against the payment of cash should be entertained. Rental charges for the machines for digital payment system should be borne by the Caterers as indicated in **Annexure B**.

34. Caterer shall install and provide enough number of equipment like bread toasters, fly killers (latest model of pest-o-flash), spoon and plate sterilizers, hot cases and Bain Marie 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 and disinfect. Caterers must not use electric chapati/dosa plates (hot plates), rice cookers and such equipment without prior permission from the Office of 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 and monitoring devices should be calibrated periodically.
37. Food handlers should have necessary knowledge and skills and 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 FOSTAC (Food Safety Training and Certification) program. As the OHM is in the process of obtaining the Eat-Right Campus certification, caterers should cooperate and provide necessary assistance for the same.
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 up to 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, 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 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. The MMCC, 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 another eligible caterer thereafter.
41. **Plastics:** Use of 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 email or Whatsapp. However, this does not bar the Office of 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 deposit.
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 Office of 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 the award of contract, the contract is liable to be terminated.
46. Decision of the Office of 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, MMCC and other conditions mentioned elsewhere in the tender documents shall also constitute a part of this agreement.

**Annexure B**  
**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**  
**Prevailing Charges for Services (subject to revision)**

**1) Water Charges:**

**Usage /student/ day Charges:**

Up to 10 L	NIL
From 11 L to 40 L	Rs.150/ 1000 L
Above 40 L	Rs.300/ 1000 L

**2) RO Water Charges/ month:**

Up to 30000 L	Rs. 0.5/L
30000 L – 35000 L	Rs. 0.7/L
35000 L – 40000 L	Rs. 0.9/L
40000 L – 60000 L	Rs. 1.1/L
> 60000 L	Rs. 1.6/L

**3) Electricity Charges:**

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

**4) Rental Charges for Digital Payment Facility:**

The Caterers have to pay a nominal amount of Rs.500/- per month per machine.

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

**Signature of Tenderer**

**Official Seal and Address**



**Schedule C**  
**CATERING TENDER 2025-2026**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**  
**Schedule C: Scope of Work and Brief Details of Menu**

**1. Scope of the Work**

The caterers shall provide catering service as briefed below using one of the dining facilities indicated in the Table C1:

Table C1: Description of the dining facilities

Dining Facility	No of Seats	Max. No. of Students Allotted per Dining Hall (approx.)
HM - Neel Kant (GF)	312	900
HM - Anna Purna (FF)	312	
HM - Nanda Devi (FF)	304	
HM - Kanchen Junga (SF)	288	
HM - Nanga Parbat (SF)	304	
VN - Sahyadri (GF)	356	
VN - Satpura (FF)	272	
NL - Makurni (GF)	304	
NL - Mukurthi (FF)	304	
NL - Doddabetta (SF)	308	

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

The Office of Hostel Management reserves the right to assign any one (or two) 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.

**a) Mess Operations**

Mess is optional for the students. Mess operates with a specific 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 C5** for list of extras). Entire registration process is online and will remain valid for one mess cycle of 30 to 45 days. Students have liberty to change the caterer every mess cycle. From the list of extra items, at

least three items for lunch and dinner and two items for breakfast to be served everyday.

**b) Food Court**

Students shall register for the food court depending on their willingness. Menu for the Food court is given in Table C4.

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**Annexure C-1**  
**CATERING TENDER 2025-26**  
**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 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 Tenderer**

**Official Seal and Address**

**Annexure C-2**  
**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Minimum Staff Requirements**

For every **600 students**, a minimum number of different categories of staff per shift, to be employed by the Caterer is given in Table D1. It is mandatory for the staff on duty to wear uniform as mentioned below.

**Table D1: Minimum Staff Requirement/ shift**

Staff category	Number of staff to be employed for every 600 students/ shift	Dress code
Manager	1	Uniform with name and designation badge
Dining hall supervisor	1	
Store keeper	1	
Cooks and assistants	6	
Housekeeping	2	
Dishwashing people	6	
Counter/ service staff	2 per counter	

1. The Office of Hostel Management reserves the right to order deployment of additional staff if the services are inadequate.
2. If the OHM allots any additional strength of students over and above the prescribed limit 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 Office of Hostel Management.
4. Sufficient number of servers shall be available **for counter service**.
5. Staff should mark their attendance through face recognizer/ biometry/ QR code installed in the mess halls.
6. Two staff should be engaged exclusively for plate waste removal.
7. One staff cannot be on the rolls of two mess halls.
8. Two staff per shift in the category of Cleaner/ Washer should be trained to handle the dishwasher.
9. Those staff who are relatives of the existing OHM/ Institute employees should not be engaged by the Caterer.
10. Caterer shall not employ any person above 60 years of age for washing, cleaning, and table service.
11. Two Managers should be engaged, one in the morning shift and the other one in the evening shift. The Manager engaged in the evening shift shall be made responsible for cleaning and disposal of food waste after the dinner in addition to

his regular responsibilities.

12. A responsible manager/ staff 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 badge on their uniform.
14. Mobile phone numbers of the Mess Manager and Supervisors on duty should be displayed in the dining halls.
15. For the smooth running of mess, a feed-back and complaint register should be made available with the Mess manager of the Caterer.
16. The caterer should ensure proper hygiene at the kitchen and dining halls and frequent cleaning of the dining tables.
17. The caterer should ensure deep cleaning of kitchen and dining halls fortnightly which includes cleaning of fans, exhaust fans, windows, meshes, etc.

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

**Signature of Tenderer**

**Official Seal and Address**

**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**MENU:** Each mess will be assigned with North, South or Combined North and South menu.

- Click [here](#) to get the combined North and South menu.
- Click [here](#) to get the separate North and South menu.

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

- Coffee/ Tea/ Milk – 100 ml
- Curd/ Raita/ Payasam / Custard – 100 ml
- Sweet – one serving.
- Fruits – one serving piece
- Branded Ice Cream – 1 no.
- Chicken items should have at least 100 g of flesh (with bone).
- Egg items should have a minimum of one egg in boiled egg curries and 125 g in egg burji.
- Chicken Curry item - 100 g of Chicken pieces and 50 g of gravy.
- Chicken Biryani - 100 g of chicken pieces and unlimited rice.
- Paneer Sabzi/ Curry item - 75 g of paneer pieces and 75 g of gravy.
- Meals are served only inside the mess hall and not allowed to out by any student.
- Sick food will be served at the hostel security or Institute hospital.
- No food should be wasted.
- No food should be taken outside in any containers from any of the messes.

**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.
- All extras should be served at least once in a month.

**CATERING TENDER 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Table C4: Food Court Menu**

SI. No	PARTICULARS	QUANTITY
<b>BREAKFAST</b>		
1.	Idly (3 nos)	150 g
2.	Ragi Idly (3 nos)	150 g
3.	Uthappam	80 g
4.	Plain Dosa	80 g
5.	Onion Dosa/ Uthappam	90 g
6.	Masala Dosa	100 + 30 g
7.	Millet Dosa	90 g
8.	Pesarattu	90 g
9.	Medhu/ Masala Vada	40 g
10.	Sambar Vada	40 g
11.	Mysore Bonda/ Punugulu	60 g
12.	Pongal/ Upma/ Kitchadi	200 g
13.	Appam (2 Nos) with Veg Curry/ Coconut Milk	150 g
14.	Idiyappam (3 Nos) with Veg Curry	120 g
15.	Puttu (2 Pieces) with Kadala curry	150 g
16.	Poori masala (2 Nos)	60 g
17.	Aloo Paratha with curd	150 g + 100 ml curd
18.	Paneer Paratha with curd	150 g + 100 ml curd
19.	Misal Pav	100 pav g + 100 g
20.	Boiled egg	1 Egg
21.	Scrambled Egg/ Omlet	1 Egg
22.	Bread Omlet	1 Egg
23.	Pav Bhaji (2 Pavs)	100 Pav g + 100 g
24.	Cornflakes + Milk (of glass 200 ml)	35 g
25.	Banana	150 g
26.	Sprouts + vegetables	100 g
<b>INDIAN BREADS</b>		
27.	Roti/ Naan/ Kulcha	30 g
28.	Butter Naan	40 g
29.	Phulka (3 Nos)	90 g

30.	Chola Bature	60 g
31.	Chapati (2 Nos)	60 g
<b>SNACKS</b>		
32.	Samosa (2 Nos)	150 g
33.	Bajji (any variety)	100 g
34.	Vada (any variety)	40 g
35.	Pakoda (any variety)	150 g
36.	Kachori	75 g
37.	Vada Pav	100 g
38.	Daveli	100 g
39.	White Dhokla*	100 g
40.	Chola Tikya (2 Tikya)	125 g
<b>LUNCH ITEMS</b>		
41.	Egg Biryani	300 g + 2 no of eggs
42.	Chicken biriyani	300 g rice + 100 g chicken
43.	Awadhi Chicken Biryani	300 g rice + 100 g chicken
44.	Hyderabadi Chicken Biryani	300 g rice + 100 g chicken
45.	Mutton Biryani	300 g rice + 100 g mutton
46.	Fish Biryani	300 g rice + 100 g fish
47.	Prawns Biryani	300 g rice + 100 g prawns
48.	Vegetable Biryani/Pulao	300 g
49.	Ghee rice	300 g
50.	Bisibella bath	250 g
51.	Variety rice	250 g
52.	Curd Rice	250 g
53.	Plain Rice	250 g
54.	Jeera Rice	250 g
55.	Kerala Rice	250 g
56.	<b>South Indian Thali</b>	
57.	<b>North Indian Thali</b>	
<b>CHINESE ITEMS</b>		
58.	Veg Fried Rice	250 g
59.	Paneer Fried Rice	250 g
60.	Egg Fried Rice	250 g
61.	Chicken Fried Rice	250 g
62.	Veg Noodles	250 g



63.	Egg Noodles	250 g
64.	Chicken Noodles	250 g
65.	Chicken Soup	150 ml
66.	Tomato clear soup	150 ml
<b>CURRIES &amp; DRY ITEMS</b>		
67.	Veg Butter Masala	200 g
68.	Paneer Butter Masala	200 g
69.	Alugobi Masala	200 g
70.	Channa Butter Masala	200 g
71.	Kadai Veg	200 g
72.	Plain Palak	200 g
73.	Cauliflower Manchurian	200 g
74.	Paneer Manchurian	200 g
75.	Veg Manchurian	200 g
76.	Veg Kuruma	200 g
77.	Dal Tadka	200 g
78.	Dal Makhni	200 g
79.	Dal Fry	150 g
80.	Tomato dal	200 g
81.	Palak Pappu	200 g
82.	Gongura Pappu	200 g
83.	Mix veg Sambar	200 g
84.	AluJeera	200 g
85.	Alu Peas Masala	200 g
86.	Alu Tomato	200 g
87.	Baigan bharta	200 g
88.	Shahi Paneer	200 g
89.	Palak Paneer	200 g
90.	Baby Corn Masala	200 g
91.	Mushroom Masala	200 g
92.	Chilli Paneer	200 g
93.	Meal Maker Masala	200 g
94.	Alu Tamatar	200 g
95.	Sev Tamatar	200 g
96.	Malai Kofta	200 g
97.	Single Egg Masala	1 egg

98.	Egg Curry (2 eggs)	200 g
99.	Butter Chicken	100 g chicken + 50 g gravy
100.	Chilli chicken	100 g chicken + 50 g gravy
101.	Kadai Chicken	100 g chicken + 50 g gravy
102.	Chicken Chettinad	100 g chicken + 50 g gravy
103.	Ginger Chicken	100 g chicken + 50 g gravy
104.	Pepper Chicken	100 g chicken + 50 g gravy
105.	Garlic Chicken	100 g chicken + 50 g gravy
106.	Chicken Manchurian	100 g chicken + 50 g gravy
107.	Fish Curry	100 g fish + 50 g gravy
108.	Mutton Curry	100 g Mutton + 50 g gravy
109.	Mutton Keema	100 g Mutton + 50 g gravy
<b>DRY ITEMS</b>		
110.	Bhindi Fry	150 g
111.	Gobi 65	150 g
112.	Chicken 65	150 g
113.	Chilly Chicken	150 g
114.	Fish Fry	80 g
115.	Mutton Dry	120 g
<b>SWEETS</b>		
116.	Gulab Jamun (2 Pieces)	100 g
117.	Rasagula (2 Pieces)	100 g
118.	Basandi	75 ml
119.	Rasmalai	75 ml
120.	Gajar Halwa	100 g
121.	Carrot Halwa	100 g
122.	Pineapple Halwa	100 g
<b>CHAT</b>		
123.	Papdi Chat	100 g
124.	Pani Pouri	100 g
125.	Dahi Pouri	100 g
126.	Bhel Pouri	100 g
127.	Samosa Masala Chat	100 g
128.	Bhel	100 g
<b>FRESH JUICES</b>		
129.	Pineapple	225 ml
130.	Grape	225 ml

131.	Chicku	225 ml
132.	Mosambi	225 ml
133.	Papaya	225 ml
134.	Water Melon	225 ml
135.	Lime Juice	225 ml
136.	Lassi	225 ml
<b>BEVERAGES</b>		
137.	Tea	120 ml
138.	Coffee	120 ml
139.	Milk	120 ml
140.	Horlicks/ Boost/ Bournvita Sachets	
141.	Curd (3% fat, undiluted milk)	100 ml
142.	Fruit Salad without icecream	150 g
143.	Fruit Salad with icecream	150 g + 1 scoop ice cream of 50 g
144.	Cup Icecream	Minimum 90 ml

**Points to Note:**

- All items in the menu should be served at least once in a week.
- Pulao/ Biryani should be made using Basmati Rice.
- All items except Sambar Vada, Appam with Veg Curry/ Coconut Milk, Puttu with Kadala Curry, Poha, Pav Bhaji should be available for breakfast every day.
- All items except Chole Bhature in Indian Breads should be available during lunch & dinner every day.
- At least one sweet should be available during lunch every day.
- At least 2 Chat and 2 snacks should be available as evening snacks every day.
- At least 3 Chats and samosa should be available during dinner.
- Lemon juice should be available during Lunch & Dinner every day. At Least 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, Prawn Biryani, Bisibele bath should be available during Lunch & Dinner every day.
- One out of Mutton, Fish, Prawn Biryani should be available during lunch & dinner every day.
- All kinds 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 2025-26**  
**OFFICE OF HOSTEL MANAGEMENT, IIT MADRAS**

**Table C5: Extra Items for the Mess**

<b>BREAKFAST</b>		
1.	Onion Dosa	90 g
2.	Masala dosa	100 g + 30 g
3.	Egg dosa	90 g
4.	Pongal	200 g
5.	Uttapam	90 g
6.	Boiled Egg	1 Egg
7.	Omlet	1 Egg
8.	Chocos	30 g
9.	Boost/ Horlicks	Sachets
10.	Steamed Broccoli	100 g
11.	Sprouts	100 g
<b>LUNCH</b>		
12.	Andhra Chicken curry	100 g chicken + 50 g gravy
13.	Chicken 65	150 g
14.	Chicken Biryani	300 g rice + 100 g chicken
15.	Chicken Fried Rice	250 g
16.	Veg noodles	250 g
17.	Egg noodles	250 g
18.	Chicken noodles	250 g
19.	Chicken Masala	100 g chicken + 50 g gravy
20.	Ginger Chicken	100 g chicken + 50 g gravy
21.	Pepper Chicken	100 g chicken + 50 g gravy
22.	Chilly Chicken	100 g chicken + 50 g gravy
23.	Kadai Chicken	100 g chicken + 50 g gravy
24.	Baby Corn Masala	200 g
25.	Panner butter Masala	220 g
26.	Gobi 65	150 g
27.	Chilly Panner	200 g
28.	Alu gobi Masala	200 g
29.	Mushroom Masala	200 g
30.	Baby Corn Masala	200 g
31.	Fish fry	80 g
32.	Chettinad Fish curry	100 g fish + 50 g gravy
33.	Mutton curry	100 g Mutton + 50 g gravy

34.	Mutton Keema	100 g Mutton + 50 g gravy
<b>SNACKS</b>		
35.	Samosa (2 No)	150 g
36.	Kachori	75 g
37.	Vada pav	100 g
38.	Dabeli	100 g
39.	Dhokla	100 g
40.	Chole Tikki (2 No)	125 g
41.	Horlicks/ Boost/ Bournvita Sachet	Minimum as available in market
<b>DINNER</b>		
42.	Andhra Chicken curry	100 g chicken + 50 g gravy
43.	Chicken 65	150 g
44.	Chicken Biryani	300 g rice + 100 g chicken
45.	Chicken Fried Rice	250 g
46.	Veg noodles	250 g
47.	Egg noodles	250 g
38.	Chicken noodles	250 g
48.	Gobi 65	150 g
49.	Mushroom Masala	200 g
50.	Chepala pulusu (Fish gravy)	100 g fish + 50 g gravy
51.	Channa Butter Masala	200 g
52.	Cauliflower Manchurian	200 g
53.	Panner Butter Masala	200 g
54.	Pineapple juice	225 ml
55.	Grape juice	225 ml
56.	Papaya juice	225 ml
57.	Muskmelon juice	225 ml
58.	Lemon juice	225 ml
59.	Fruit Salad with Ice-cream	150 g + 1 scoop of ice-cream of 50 g
60.	Cup ice cream	Minimum 90 ml
61.	Ras malai	75 ml
62.	Gulab jamun (2 pieces)	100 g
63.	Rasgulla (2 pieces)	100 g
64.	Pani poori	100 g
65.	Dahi poori	100 g
66.	Papdi chat	100 g

**Schedule D**  
**CATERING TENDER 2025-26**  
**Format for Financial Bid for Catering Tender 2025-26**

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

**Providing Catering Services in the Central Dining Facilities of IIT Madras**  
**Basic Menu Rate per Student per Day for South/ North Indian Menu**

Sl. No.	Description	Rate under <b>Commercial Category*</b> of cooking gas (in	
		Students' strength <b>600 to 1200</b> (Single Dining Hall)	
	Type of Menu	<b>Veg Menu</b>	<b>Non-Veg Menu</b>
1.	Food cost per student per day for attached <b>menu</b>		
3.	Quote for delivery of packaged breakfast, lunch & dinner using bio-degradable packing material per student per session.		

**Note:**

1. **\*The rate quoted for food cost per student per day ONLY will be considered for arriving at the best evaluated bid for each menu category.**
2. Applicable GST would be paid in addition to the food cost per student per day.
3. The negotiated rate, if any is subject to downward revision only.
4. Quote the rate both in figures & words.

**Schedule D**  
**CATERING TENDER 2025-26**  
**Format for Financial Bid for Catering Tender 2025-26**

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

**Providing Catering Services in the Central Dining Facilities of IIT Madras**  
**Specified Menu Rate per Student per Day for South/ North Indian Menu**

Sl.No.	Description	Rate under <b>Exempted Category*</b> of cooking gas (in	
		Students' strength <b>600 to 1200</b> (Single Dining Hall)	
	Type of Menu	<b>Veg</b> Menu	<b>Non-Veg</b> Menu
1.	Food cost per student per day for attached <b>menu</b>		
2.	Quote for delivery of packaged breakfast, lunch & dinner using bio-degradable packing material per student per session.		

**Note:**

1. **\*The rate quoted for food cost per student per day ONLY will be considered for arriving at the best evaluated bid for each menu category.**
2. Applicable GST would be paid in addition to the food cost per student per day.
3. The negotiated rate, if any is subject to downward revision only.
4. Quote the rate both in figures & words.

**Please Tick Your Option Against the Category You Wish to Operate For 600 or More Students**

Sl. No.	Menu	Option (Yes/ No)
1	Veg Menu with Veg and Non-Veg Extras	
2	Non-Veg Menu with Veg and Non-Veg Extras	
3	Veg Menu with only Veg Extras	
4	Only North Menu with Veg and Non-Veg Extras	
5	Only South Menu with Veg and Non-Veg Extras	
6	Food Court with Veg and Non-Veg Menu	
7	All the above	



### **Financial Bid for Food Court and Mess Extras:**

- Caterers need to provide the cost of all items listed out in the 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 Office of Hostel Management and comply with the terms and conditions mentioned in the schedules. We also agree to attend MMCC meetings without fail and implement the decisions taken by MMCC. We have enclosed the duly signed copy of all the schedules with the required Annexures.

**Authorized Signatory of the Tenderer  
with Seal**



अध्यक्ष / CHAIRMAN  
वार्डन की परिषद और छात्रावास प्रबंधन कार्यालय  
Wardens Council &  
Office of Hostel Management  
आई.आई.टी.मद्रास/ I.I.T.Madras, चेन्नै/Chennai-36