

**TENDER NOTICE FOR PROVIDING HOSTEL MESS and CAFETERIA SERVICE**

**AT IIITDM, KANCHEEPURAM**

Tender Enquiry No : IIITDMK/2018-19/Admn/Hostel Mess and Cafeteria service/01  
Last Date for submission of bids : Date: 30.05.2018 Time: 15 00Hrs  
Opening of Technical bid : Date: 30.05.2018 Time: 16 00 Hrs



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Design and Manufacturing, Kancheepuram

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I. **INSTRUCTION TO BIDDERS**

**Tender Document for providing “HOSTEL MESS and CAFETERIA SERVICE”**

1	Work	:	Hostel Mess and Cafeteria services at IIITDM, Kancheepuram (Scope of work is provided at Annexure I). Successful tenderer is required to operate both Mess and Cafeteria at separate premises
2	Tender Enquiry No	:	IIITDMK/2018-19/Admn/Hostel Mess and Cafeteria service/01
3	Value of Work	:	Rs.3.50 Crore p.a (approximately)
4	Eligibility Criteria	:	<ol style="list-style-type: none"> <li>1. The contracting agency/firm/company should have at least 5 years prior experience (as on closing date of the tender).</li> <li>2. Should have experience in providing Hostel Mess services at IIT/NITs/IIITS /IISER/IIM etc. The contractor should have executed a single tender on or after 01.04.2015 having worth not less than Rs.2.80 Crores per year ( excluding taxes) OR TWO single tenders each worth not less than Rs.2.00 Crores per year( excluding taxes)</li> </ol>
5	EMD	:	The tenderer shall deposit an Earnest Money Deposit of Rs.10.00 lakhs (Rs. Ten lakhs only)- by way of Demand Draft /Bankers Cheque/ Bank Guarantee. DD/Bankers Cheque may be drawn in favour of “ <b>The Registrar, IIITDM Kancheepuram</b> ” (on any Nationalised Banks payable at Chennai), which will be refunded in respect of unsuccessful tenderers. THE DEMAND DRAFT towards EMD SHOULD BE PLACED IN THE TECHNICAL BID COVER ONLY. No interest will be paid on EMD.
6	Submission of Offer	:	<p><b>Two Bid System:</b></p> <p>Two bid system will be followed in this tender. Under this system, the bidder must submit Technical bid and commercial bid in <b>two separate sealed envelopes</b>. A copy of Technical bid and Commercial bid are provided at Annexure II and III respectively. Envelopes containing Technical Bid and commercial bid should be securely sealed and stamped separately and clearly marked as “<b>Envelope No: 1 – Technical Bid</b>” and “<b>Envelope No: 2 – Commercial Bid</b>” respectively. <b>EMD should only be placed in the Technical Bid. These two separate sealed envelopes should be placed in single envelope super scribing the tender Number and description of the item.</b></p>
7	Pre bid meeting	:	<b>Pre bid meeting scheduled on 18.05.2018 at 15 00 Hrs</b>
8	Last Date for submission of bids	:	<b>Date: 30.05.2018 Time: 15 00Hrs</b>
9	Opening of Technical bid	:	<b>Date: 30.05.2018 Time: 16 00 Hrs</b>
10	Opening of Commercial Bid	:	Firms / agencies who have secured minimum marks on the basis of their technical bid/Presentation will be invited to attend the opening of their commercial bid.
11	Commencement of Operation	:	The selected agency should commence the Cafeteria operation from 1st week of June,2018 and Mess operation from last week of July, 2018 onwards.

## II. TERMS AND CONDITIONS OF CONTRACT

1. Intending tenderers are advised to visit and inspect the Mess and Cafeteria building before submission of their tenders. The tenderer shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or affect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and local conditions and other factors having a bearing on the execution of the work.

### 2. **Contract Period:**

The contract is initially for a period of ONE YEAR, which may be extended for a further period of one year on same terms and conditions subject to satisfactory performance of the work.

### 3. **Preparation and submission of tender document:**

(a) The contracting agency/firm/company should submit Technical Bid and Financial Bid in separate Sealed Envelopes super scribing "Technical Bid" and "Financial Bid" as the case may be. The format and details to be included in these bids are at **Annexure II and III**. Late bids will not be considered.

(b) A copy each of the following shall be enclosed along with the Technical Bid as at Annexure-II. Any tender documents without these shall be invalid and rejected.

- a. Registration Certificate
- b. Catering License
- c. PAN Number.
- d. GST Number.
- e. ESI Number.
- f. PF Number.
- g. FASSI CERTIFICATE

(c) The Technical Bid should accompany a DD / Bankers Cheque/ Bank Guarantee of Rs.10.00 Lakh (Rs.Ten lakh only) drawn on any nationalized Bank .DD/ Bankers Cheque shall be drawn in favour of "**The Registrar, IIITDM Kancheepuram**" payable **at Chennai** towards Earnest Money Deposit (EMD). Tender received without EMD or lesser amount will be summarily rejected. No exemption will be granted with regard to submission of EMD. The contractor should note that the EMD shall be forfeited by IIITDM Kancheepuram, if any of the tenderer withdraws his tender after opening of the tender. The EMD should be placed in the technical bid cover only..

(d) The rates quoted in the Financial / Price bid shall be valid for at least 12 months from the date of award of tender. Tender valid for a shorter period shall be rejected.

(e) The tender shall be signed by the authorized person and his / her full name and status be indicated below the signature along with official stamp of the firm.

- (f) The tenders of the contracting agency/firm/company not in possession of valid statutory sanctions / registrations will be rejected. In additions, the tender of firms block listed by any Govt. Institutions will not be considered.

#### 4. Execution of Agreement:

- (a) The successful tender will have to execute an agreement with IIITDM Kancheepuram on Rs. 100/- stamp paper, the cost of which will be borne by the contracting agency/firm/company.
- (b) EMD amount of the successful tenderer shall be converted into a performance security deposit. . This shall cover entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. If contract is further extended beyond the initial period, the Performance guarantee shall have to be renewed for the extended period.

#### 5. Service and Man Power Deployment

- (a) The contracting agency/firm/company shall need to provide the services continuously as per the award of contract period. In case of discontinuation of services by the contractor in the middle of the period or non-satisfactory services, breach of any terms and conditions of the contract, non-compliance of the orders of competent authority, etc. the contractor shall be liable for necessary legal action and the contracting agency/firm/company shall also forfeit their performance security deposit
- (b) The designated Mess Management Committee of the Institute will supervise the overall catering operations. The contracting agency/firm/company shall get suitable instructions from the Registrar /Designated Official of IIITDM Kancheepuram and shall provide the services promptly as per requirement.
- (c) The Contractor shall also make arrangements for provisions, labour including Gas Connection.
- (d) The Institute will provide kitchen, dining hall, store rooms etc. and the firm/agency shall pay license fee of Rs.20,000 per month both for Mess and Cafeteria. **Electricity charges on actual consumption basis will be borne by the contracting firm/agency in case of both Mess and Cafeteria. Water used in excess of 40,000 litre per day in Mess will be charged at the rate fixed by the Institute. No water charges in case of Cafeteria.**
- (e) The Company / Firm / Agency shall use good quality ingredients for cooking. The items used in food preparation are subject to Inspection by authorized officers / warden of the Institute.
- (f) Personal hygiene of workers and preparation of food under hygienic condition will be of utmost importance for continuation of contract. Any default on the part of hygiene will attract heavy penalty.
- (g) The Company / Firm / Agency will have to deploy sufficient housekeeping staff at respective sites to keep the area i.e. Kitchen, Stores, Dining, Passage, Washing, Accesses etc. neat and clean.
- (h) The Company / Firm / Agency will carry out pest control activity every quarter in mess premises. Further the company / agency is responsible for removal and disposal of waste / garbage on daily basis.

- (i) The successful agency / firm / company shall depute a coordinator/supervisor who shall be responsible for immediate interaction with IIITDM Kancheepuram so that optimal services could be availed without any disruption.
- (j) It shall be the responsibility of the service providing Company / Firm / Agency to transport provision and other materials at their own cost.
- (k) The Company / Firm / Agency shall employ adequate staff and they may be medically fit. They shall be provided proper uniforms, gloves, head gear, ID card etc. No child labor should be employed.
- (l) In case, the workers employed by the successful agency / firm / company commits any act of omission / commission that amounts to misconduct / indiscipline /incompetence, the agency/firm/company shall be liable to take appropriate disciplinary action against such workers, including their removal from site of work, if required by the IIITDM Kancheepuram.
- (m) The tendering Company / Firm / Agency shall replace immediately any of its workers who are found unacceptable to the IIITDM Kancheepuram because of security risks, incompetence, conflict of interest, improper conduct etc, upon receiving necessary orders from the competent authority of IIITDM Kancheepuram.
- (n) For all intents and purposes, Company / Firm / Agency shall be the “Employer” within the meaning of different Labour Legislations in respect of workers so employed and engaged at IIITDM Kancheepuram under this contract. The workers deployed by the agency at IIITDM Kancheepuram shall not have claims of any Master and Servant relationship nor have any principal and agent relationship with or against IIITDM Kancheepuram.
- (o) The Company / Firm / Agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to workers engaged by them. IIITDM Kancheepuram shall, in no way, be responsible for settlement of such issues whatsoever.
- (p) IIITDM Kancheepuram shall not be responsible for any damages, losses, theft, claims, financial or other injury to any workers deployed by Company / Firm / Agency in the course of their performing the functions/ duties, or for payment towards any compensation.
- (q) The workers deployed by the service providing Company / Firm / Agency shall not claim nor shall be entitled for pay, perks and other facilities from IIITDM Kancheepuram admissible to casual, adhoc, regular/ confirmed employees during or after expiry of the contract period.
- (r) In case of termination of this contract on its expiry or otherwise, the mess workers engaged by the service providing Company / Firm / Agency shall not be entitled to and shall have no claim for any absorption nor for any relaxation for absorption in the regular / otherwise capacity in IIITDM Kancheepuram.
- (s) The contracting agency/firm/company shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this contract to any other agency without prior written consent of IIITDM Kancheepuram.

**6. Statutory Compliance:**

- (a) The Company / Firm / Agency shall be responsible for compliance of all statutory provisions relating to Minimum Wages, etc. in respect of the workers engaged by it at IIITDM Kancheepuram.

- (b) The Company / Firm / Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of services rendered by it to IIITDM Kancheepuram to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- (c) The Company / Firm / Agency shall maintain all statutory registers under the applicable Law. The Company / Firm / Agency shall produce the same, on demand, to the concerned authority of IIITDM Kancheepuram or any other authority under Law.
- (d) The Income Tax (T.D.S.) shall be deducted at prevailing rate from the monthly bills, as amended from time to time in accordance with the provisions of Income Tax Department, and a certificate to this effect shall be provided to the agency by IIITDM Kancheepuram.
- (e) In case, the Company / Firm / Agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIITDM Kancheepuram is put to any loss / obligation, monetary or otherwise, IIITDM Kancheepuram shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
- (f) The contracting agency/firm/company shall abide by the Rules and Regulations of Ministry of Labour, Govt. of India regarding engagement of Contract labour services.

**7. Payment Terms:**

- (a) The payment for the Mess services / food supplied to the students during semesters shall be made by IIITDM Kancheepuram. No interest will be payable on the nonpayment due to delayed submission of bill and non-satisfactory services. No advance payment will be made.
- (b) The Company / Firm / Agency shall submit the monthly bill, in duplicate for providing catering services. The payment will be made by local crossed cheque or RTGS.
- (c) The cafeteria shall be operated throughout the year including vacation period on Pay and Eat basis and the amount shall be collected by the caterer directly from students/staff/guests.
- (d) The Firm/agency shall pay license fee and charges for monthly electricity charges latest by 10<sup>th</sup> of every month.

**8. Vocation of Premises and Return of utensils/Fixtures etc:**

- (a) The caterer shall handover the premise and returns all furniture, fixtures, equipments and other items made available by IIITDM Kancheepuram in good condition after the contractual period is over or if the contract is earlier terminated.
- (b) Handing over of the premise and equipment etc. shall be effected within 4 (four) days of the completion of the period of contract or termination of the contract. If the contractor fails to do so, the Institute shall be free to take possession of the premises by opening the lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the contractor's bill(s) or security deposit, cost of any item found to be missing at the replacement cost of the material/equipment, furniture etc. given to the contractor by the Institute.

**9. Right of IIITDM Kancheepuram**

- (a) The Registrar, IIITDM Kancheepuram reserves right to withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
- (b) The Registrar, IIITDM Kancheepuram reserves the right to accept or reject any or all the tenders

without assigning any reason whatsoever and his decision shall be final and binding on the Tenderer.

- (c) The Registrar, IIITDM Kancheepuram reserves the right to terminate the contract at any time without assigning any reasons by giving a one month notice to the contracting agency/firm/company.
- (d) IIITDM Kancheepuram reserves the right to suitably increase / reduce the scope of work put to this tender.

**10. Breach of Terms and Conditions:**

- (a) Serving Quality Food as per terms of Work is the essence of contract. If the quality of service remains poor in spite of communication from IIITDM Kancheepuram, the contract may be terminated at the discretion of Competent Authority.
- (b) In case of breach of any terms and conditions as mentioned above, the Competent Authority shall have the right to cancel the work order / job without assigning any reason thereof and nothing shall be payable by IIITDM Kancheepuram in that event the security deposit shall also stands forfeited.

**11. Dispute Settlement:**

- (a) It is mutually agreed that all differences and disputes arising out of or in connection with this agreements shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the Registrar, IIITDM Kancheepuram whose decision shall be final and binding on both the parties.
- (b) It is also agreed that in case of any disagreements / disputes in connection with the contract, the same shall be settled under the Court of Law within its jurisdiction in the District of Kancheepuram. The resultant contract will be interpreted under Indian Laws.
- (c) In case of any ambiguity in the interpretation of any of the clauses in Tender document or the contract document, interpretation of the clauses by the IIITDM Kancheepuram shall be final and bindings on all parties.

Registrar  
IIITDM Kancheepuram

III. **SCOPE OF WORK**1. **Mess:**

- i. The essence of this contract is to prepare and serve food as per the requirement of the institute. The Institute has adopted highest quality standards for all its activities and the bidder is required to render services meeting stringent standards.
- ii. During the Academic year, around 1400 students are expected to stay in the campus. This number shall increase every year. The mess is required to run compulsory during the entire period of academic session. Further, the caterer shall run vacation Mess for a small group of students. The daily rate for vacation Mess shall be decided on mutual consent.
- iii. When circumstances warrant, the caterer should extend service for large number of students/staff members at very short notice. Similarly, fluctuations in strength during vacation and other occasions shall also be accommodated.
- iv. **Tentative Mess Timings:**

Breakfast	Lunch	Evening Tea	Dinner
07 00 to 09 15 Hrs	12 00 to 14 00 Hrs	16 30 to 17 30 Hrs	19 00 to 21 00 Hrs

- v. **Daily rate:** The caterer should quote daily rate per person (inclusive of provisions, vegetables, fruits, transportation, loading/unloading, labour, all statutory taxes, levies, duties etc including fluctuation in rates of the commodities) for hostel mess services as per the Menu at **Appendix I**.
- vi. **Type of Service:** Self Service

2. **Cafeteria:**

- i. The caterer is required to establish and run a Cafeteria for students / Faculty/staff and others inside the campus.
- ii. Around 100-150 persons are expected to utilize the cafeteria. This number will increase during Vacation. The Cafeteria is required to run compulsory throughout the year.
- iii. When circumstances warrant, the cafeteria should extend service for large number of students/staff members at very short notice.
- iv. **Tentative Cafeteria Timings:**

Breakfast	Lunch	Dinner
08 00 Hrs to 10 00 Hrs	12 00 Hrs to 14 00 Hrs	19 00 Hrs to 22 00 Hrs

**(Coffee/ Tea/ Snacks/ Fresh Fruit Juice/Bread Omlette/Sandwich etc shall be made available from 0800 Hrs to 22 00 Hrs.)**

- v. **Rates:** The caterer should provide the items as per rate indicated at Annexure IV (inclusive of provisions, vegetables, transportation, loading/unloading, labour, all statutory taxes, levies, duties etc including fluctuation in rates of the commodities). Rates for items not provided in Annexure IV may be fixed on mutual consent.
- vi. **Type of Service:** Self Service.
- vii. **Payment:** Cafeteria shall be operated on Pay and eat basis. The amount shall be collected by the caterer directly from the customers.

**3. It is mandatory that the successful tenderer is required to operate both Mess and Cafeteria separately and work order will be awarded as a single contract.**

4. **MATERIALS:**

Caterer shall procure and utilize only hygienic and branded provisions and other materials for cooking and the same may be decided in consultation with mess committee/ Warden. Use of tasting agents/ artificial colors is prohibited.



## 5. Man Power Deployment

i. **Mess services:** In order to ensure quality, the caterers are required to engage minimum of following manpower:

1. North Indian cook - 2 Numbers
2. South Indian cook - 2 Numbers
3. Table and Dish cleaner- 8 Numbers
4. Cooking Assistant - 5 Numbers
5. Mess Supervisor- 2 Numbers
6. Mess Manager- one Number
7. Supplier Boys- 8 Numbers

and the records of person engaged shall be submitted to hostel office

ii. **Cafeteria:**

1. South Indian cook- one Number
2. Tea master- one Number
3. Table and Dish cleaner- 2 Numbers
4. Cooking Assistant- one Number
5. Mess Supervisor/cashier- one Number

## 6. QUALITY INSPECTION:

Warden/mess committee members or any person authorized by the Director shall inspect and taste the food at periodic intervals. The caterer is bound to implement suggestion for overall improvement in quality of food. In case of non compliance, the following penalty will be imposed:

- Presence of harmful items like blade, glass, metal wires, nails, piece of plastics etc and /or insects will invite a fine of Rs. 10,000. The caterers are further liable to meet other expenses, if any, directly on account of the same.
- Unclean utensils in a day will lead to fine of Rs 1000 per proven complaint.
- Two or more proven complaints in a month that certain meal was not cooked properly will invite penalty of Rs.2000.

## 7. Payment:

i. **Mess services:**

The payment will be made by the institute under fixed and variable component taking into account the student strength.

**Fixed Component:** 80% of the student strength

**Variable Component:** Average of students dined over and above 80 % of the total students during the month with the stipulation that the total of fixed and variable component should not exceed the total strength in a single day. The contractor is required to provide Bio metric machine at his own cost for recording of diners and the bio metric details of the students will be taken by the Contractor on each mess dining. The hostel office will take the data in the presence of contractor and shall record the details which will be signed by both parties for record purpose for effecting payments.

ii. **Cafeteria Services:**

This will be operated on cash and carry basis.

This document will become a part of the Contract agreement.

Place : Signature of the Contractor with seal  
Date : Name & Address:

**Proposed Menu for 2018- 2019**

	DAY1	DAY 2	DAY3	DAY4	DAY5	DAY6	DAY7
<b>BREAK FAST</b>	Rava Dosa	Aloo Parata	Uthappam	Rava Idli	Pesarattu & Upma	Veg. Noodles	Poori
	Onion tomato chutney	Curd	Mint chutney	Vada (2 nos)	Groundnut Chutney	Tomato Sauce	Aloo Sabzi
	Sambar	Chana Subji	Rava Kesari	Groundnut Chutney	Sambar	Payasam	
	Bread	Pickle	Sambar	Sambar	Bread	Bread	Bread
	Butter	Bread	Bread	Bread	Butter	Butter	Butter
	Jam	Butter	Butter	Butter	Jam	Jam	Jam
	Tea	Jam	Jam	Jam	Tea	Tea	Tea
	Coffee	Tea	Tea	Tea	Coffee	Coffee	Coffee
	Milk	Coffee	Coffee	Coffee	Milk	Milk	Milk
	Sugar	Milk	Milk	Milk	Sugar	Sugar	Sugar
	Sugar	Sugar	Sugar	Sugar			
<b>LUNCH</b>	Chapati	Roti	Poori	Pudina/Coriander Leaf chapathi	Roti	Chapati	Phulka
	Chana Masala	Mixed Veg Masala	Dum Aloo	Dal Makhani	Rajma Dal	Aloo Peas Masala	Bendi Masala
	Mixed Veg Curry	Drumstick Tomato curry	Beans & Carrot	Drumstick Brinjal Curry	Aloo Tomato Curry	Carrot curry	Beetroot Curry
	Cabbage Fry	Aloo Fry	Bendi Fry	Capsicum Fry	Ivy gourd Fry	Beans Fry	Banana Fry
	Rice	Rice	Rice	Rice	Rice	Rice	Rice
	Sambar	Sambar	Sambar	Sambar	Sambar	Sambar	Sambar
	Rasam	Rasam	Rasam	Rasam	Rasam	Rasam	Rasam
	Pickle	Pickle	Pickle	Pickle	Pickle	Pickle	Pickle
	Curd	Curd	Curd	Curd	Curd	Curd	Curd
	Sugar	Sugar	Sugar	Sugar	Sugar	Sugar	Sugar
	Salt	Salt	Salt	Salt	Salt	Salt	Salt
	Papad	Papad	Papad	Papad	Papad	Papad	Papad
Grape Juice	Lemon Juice	Watermelon Juice	Lemon Juice	Watermelon Juice	Grape Juice	Lemon Juice	
<b>SNACKS</b>	Onion Pakoda	Mirchi/Banana Bajji	Bread,Butter & Jam	Bread Pakoda	Bonda (punugulu)	Ground Nut Sundal	Samosa
	Tea	Tea	Tea	Tea	Tea	Tea	Tea
	Milk	Milk	Milk	Milk	Milk	Milk	Milk
	Coffee	Coffee	Coffee	Coffee	Coffee	Coffee	Coffee
<b>DINNER</b>	Lemon & Plain Rice	Hyderabad Veg Biryani	White rice	Kaju Panner Pulav	Veg Fried Rice	White Rice	Veg Pulav
	Gongura Chutney	Brinjal Sherva (Hyd)	Tomato pappu		Curd Rice	Veg Curry	
	Gobi Manchurian	Kadai Veg	Palak Panner	Veg Kurma	Kadai Panner	Channa Masala	Baby Corn Masala
	Roti	Chapati	Roti	Chapati	Roti	Chapati	Roti
	Butter Milk	Butter Milk	Butter Milk	Butter Milk	Butter Milk	Butter Milk	Butter Milk
	Seasonal Fruit	Seasonal Fruit	Seasonal Fruit	Seasonal Fruit	Seasonal Fruit	Seasonal Fruit	Seasonal Fruit
	Mysore pak	Gulab Jamun	Carrot Halwa	One Scoop Ice Cream	Laddu	Bread Halwa	Hot Jalebi
	Pickle	Pickle	Pickle	Pickle	Pickle	Pickle	Pickle

#### IV. **Evaluation of Bid and Award of Work**

1. The tenderers are to submit Technical Bid and Financial Bid separately. A copy of Technical bid and financial bid are at Annexure II and Annexure III.
2. The technical bid that will be submitted by the bidder should consist of the following three components in the sequence given below:
  - (a) EMD: Demand draft/Bankers Cheque/ Bank guarantee @ Rs10 lakhs in favour of The Registrar, IITDM Kancheepuram towards Earnest Money Deposit.
  - (b) Certified copies of all the documents in support of meeting Eligibility Criteria (Clause 4) of the Instruction to Bidders.
  - (c) Other relevant information, which forms part of Tender document.
3. The information provided in the Tender will be used for understanding and assessing / evaluating the quality of offer being proposed by the bidder.
  - (a) Comprehensive operational plan designed and proposed by the bidder to render catering and its allied services.
  - (b) Complete details related to manpower that will be deployed (number, ranks, Experience, reporting structure, qualification etc,
  - (c) Documents and description pertaining to extent and quality of experience in providing hospitality services, list of premier/large clients with details of size of contracts in operation or completed, client satisfaction certificate, organizational process of inducting and training the manpower, hygiene enforcement process and methods.
  - (d) Ability/ expertise of the bidder to extend quality service.
  - (e) Clear indication of brands of various materials that will be used for food and beverages, cleaning, toiletries, etc.
  - (f) Transition/ takeover plan that is proposed. All the above information should be organized in a logically structured form and submitted as a part of Tender with an index. Bidder is free to add any information that can help in assessing technical quality of the solutions proposed.

#### 4. **Bid Evaluation Scheme:**

- (a) All the technical Bids will be scrutinized and the firm/agency submitted all relevant documents as sought in the Technical bid and meeting the eligibility criteria will be invited for the Presentation.
- (b) Evaluation will be based on a composite score. A composite score with 30% of weightage shall be given to the **technical bid that may includes a presentation by the bidder** and 70% to financial bid. The maximum marks for each aspect of the technical bid is as under :

S.No	Parameter	Maximum Marks
1.	Resourcefulness, Background of the organization, Quality of manpower proposed.	10
2	Past experience in carrying out similar works after 31.03.2015.	10
3	Proposed Work plan, Quality of Ingredients to be used, ability to extend quality service, Manpower Deployment	10
	<b>Total Technical Score (TS)</b>	<b>30</b>

- (c) After evaluation of Technical bid including their presentation, the financial bids of only those bidders will be opened who secured the minimum satisfactory marks of 20.

- (d) The cost evaluation of bid will be done under Combined Quality cum Cost Based Systems as detailed below:
- The lowest bid (Per head per day ) shall be given a financial score (FS) of.70%
  - The financial score (FS) of other bidders will be determined using the formula:  $FS = 70 \times FP / F$ , in which FP is the lowest financial bid, and F is the financial bid of the particular vendor.
  - Scores obtained on financial offer will be added to scores obtained on technical offer to get a consolidated score (CS) according to the formula:  $CS = TS + FS$
  - Bidder with the highest consolidated score (CS) will be selected. If there is a tie in the overall score, the vendor with the higher score on the financial offer will be selected.
- (e) The scores awarded (by the committee) will be final and no correspondence will be entertained.

**TECHNICAL BID****INFORMATION TO BE PROVIDED BY TENDERER**

S.No	Particulars	Details concerning Firm	
1.	Name and address of the caterer with Phone No. and E-mail ID, if any		
2.	Registration Details		
	a. Catering License Number/ Registration Number of the Firm		
	b.PAN Number		
	c. GST Number		
2.	d. PF/ESI Number/FASSI No.		
	3.	Experience in providing catering/Dining facilities in IIT/NITs/IIITS/IISER/IIMs etc (Enclose list of work handled and ongoing work separately with all the relevant documents*)	
	4.	Whether Quality Certification obtained for any of the canteen / Dining facilities mentioned at (3) above	
	5.	Turnover per annum (for the last 3 year)enclosed the IT return for the last three years	
6.	Number of Employees		
7.	Litigation/ Blacklisting if any, in connection with catering work		
8.	Any other Information including: <ul style="list-style-type: none"> <li>• Comprehensive operational plan</li> <li>• Ability and expertise to extend quality service.</li> <li>• Brand of materials proposed to be used.</li> <li>• Takeover plan for smooth operation</li> </ul>		

Place :

Signature of the Contractor with seal

Date :

Name &amp; Address:

\* List to be enclosed with full address and phone numbers.

**Note:**

1. Authenticated certificates, testimonials and proof of experience to be produced in support of SI no 2, 3, 4&5

**FINANCIAL BID**

**HOSTEL MESS SERVICE**

**(Rate per Person per day)**

<b>S.No</b>	<b>Particulars</b>	<b>Rate per Person per day (Exclusive of GST)</b>	
		<b>In figures</b>	<b>In Words</b>
1.	Breakfast, lunch, Dinner with Tea/Coffee/ Snacks/Milk as per <b>Appendix I</b>		

Note: GST, if applicable ,will be paid .

Place :

Signature of the Contractor with seal

Date :

Name & Address:

## CAFETERIA SERVICE- Rates Fixed by Institute

Group No	Item No	Item	Weight	Rates in Rs. (Inclusive of Tax)
1	1	Coffee / Tea	150 ml	10
	2	Dosai - 1 no (with sambar and chutney)	100 gm	20
	3	Idli - 2 nos (with sambar and chutney)	100 gm	15
	4	Seasonal Fruit Juices / Lemon Juice	200 ml	20/15
4	1	Pongal / Kichdi (with sambar and chutney)	200 gm	20
	2	Puri or Chapati 2 nos/ Masala or curry or dal	100 gm	20
	3	Rava dosai (with sambar and chutney)	100 gm	25
	4	Samosa (with chutney/ sauce / ketchup)	80 gm	10
	5	Vadai 2 nos(with sambar and chutney)	50 gm	15
5	1	Fried Rice – Chicken (with ketchup or sauce )	200 gm	50
	2	Fried Rice – Egg (with ketchup or sauce )	200 gm	40
	3	Fried Rice – veg (with ketchup or sauce )	200 gm	35
	4	Variety Rice (Lemon / Tomato / Curd / Tamarind / Sambar)	200 gm	30
	10	Briyani Chicken	200 gm	80
	11	Briyani Egg	200 gm	65
	2	Limited Meals – Chappati -2, Rice, Curry, Sambar, Rasam, Curd, Papad, Pickle )	-	50

The rates for other items shall be decided on mutual consent.

**Note:**

The L-1 CONTRACTOR FOR THE MESS SERVICE WILL HAVE TO RUN THE CAFETERIA ALSO AND TO PROVIDE THE ITEMS AS PER THE RATE LIST OF THE INSTITUTE. The running of cafeteria is mandatory.

Place :

Signature of the Contractor with seal

Date :

Name &amp; Address:

**FACILITIES PROVIDED BY IIITD&M KANCHEEPURAM**

1.	Electricity	:	Electricity chargeable for entire consumption.
2.	Water	:	Will be provided by IIITDM Kancheepuram and charged at the rate fixed by the Institute for the excess water used over and above the free quantity.
3.	Kitchen	:	Will be provided by IIITDM Kancheepuram and the caterer shall pay license fee of Rs.20,000 p.m (For the operational period of 10 months)
4.	Furniture & Fixtures, Equipments and Utensils	:	<ul style="list-style-type: none"><li>• Kitchen equipments, gas stoves, dining hall furniture and Serving counters including SS cooking range, utensils, cutlery, refrigerator, SS storage racks, SS containers, mixer grinder, etc., will be provided by IIITDM Kancheepuram on as is where is basis.</li><li>• The same will be returnable on working conditions upon expiry of contract.</li><li>• The contractor shall be responsible for ensuring safety and maintenance of all the equipment / fixtures installed / provided by the institute, during the entire period of the contract. If any damage / loss of equipment / fixtures found then the same will be recovered from the contractor. The contractor shall take adequate fire pre-cautions.</li><li>• Any additional requirement to run the services will be borne by the Company / Agency / Firm Only</li></ul>