

**TENDER DOCUMENT**  
**Date of release of tender: 21-06-2017**

**NAME OF WORK:** Providing catering services

**PERIOD:** 01-08-2017 to 31-07-2018 ( During vacation 4 months with reduced Qty)

**EMD AMOUNT:** Rs. 1,50,000 (One lakh fifty thousand only)

**LAST DATE OF TENDER SUBMISSION:** 07-07-2017

**PRE-BID MEETING** 03-07-2017

**ADDRESS FOR SUBMISSION OF TENDER:** Prof T.S. Natarajan,  
Registrar, IIT Tirupati  
Renigunta Road  
Tirupati - 517506

**DATE OF OPENING OF TECHNICAL BID:** 11-07-2017 at 1100 hours

**NOTICE INVITING TENDERS FOR PROVIDING CATERING SERVICES IN  
THE HOSTELS AND ACADEMIC BUILDING.**

**Last date for submission of Tender: 07-07-2017 by 3:00 p.m.**

Dear Sir/Madam,

The IIT Tirupati an autonomous Institution under MHRD, Govt of India proposes to select Caterers for catering services in the Hostels and Academic Building conforming to the specifications given in the annexed schedules. The catering services are as follows:

S.No.	Hostel details	Service	Days	No.of packs
1	21 <sup>st</sup> Century Gurukulam Buildings, Alipiri – Chandragiri Road, Tirupati	Break fast	On all days	100
		Lunch	On Saturday, Sunday and Holidays	100
		Dinner	ON all days	100
2	Academic Building (for the boys and girls staying in Boys Hostel and Girls Hostel at Lakshmipuram Colony, Tirupati which is near to academic building)	Breakfast	On all days	250
		Lunch	On week days (Monday to Friday – except holidays)	350
			On Saturday, Sunday and Holidays	250
		Dinner	On all days	250

The tender document can be downloaded from [www.iittp.ac.in](http://www.iittp.ac.in)

The tenders should be submitted under the two-bid system, i.e., Technical bid and Financial bid, in separate sealed covers as instructed below. The duly signed tender documents (with Technical and Financial bids in separate covers) shall be sent to the Registrar, IIT Tirupati, Tirupati – Renigunta Road, Tirupati - 517506 on or before 07-07-2017 at 1500 hours. Tenderers, who wish to participate, shall submit both the Technical and Financial bids, in two separate sealed envelopes. Technical bids of the tenderers will be opened by the Committee to decide the technical suitability of their service based on the pre-laid terms and conditions. Service places of the invited tenderers, as mentioned by them in the Technical bid document, shall be inspected by the Committee members to assess their suitability of service. The inspection report based on the surprise visit to their clients' place(s) and feedback will form a valuable input for the short-listing process.

**Schedule for opening of Technical bids:**

**Venue: Conference Hall, IIT Tirupati, Tirupati – Renigunta Road, Tirupati - 517506.**

**Date and time: 11-07-2017 at 1100 hours**

Technical bids with any price indications will be summarily rejected. The Financial bids/offers will be opened only for the qualified bidders whose Technical bids are acceptable to the Committee. The schedule for opening Financial bids will be intimated to short-listed tenderers. **The decision of the Tender Committee is final and binding in awarding the tendering contracts.**

**IIT Tirupati, Tirupati - 517506  
(Mentor Institute for IIT Tirupati)**

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

**Important Conditions of the tender process to be followed by all tenderers**

**1. Eligibility to participate in the tender:**

This is an open tender process. Tenderers who meet the terms and conditions and wish to participate can apply.

**2. Submission of Tender:**

The tender can be submitted by registered post/speed post addressed to Prof T.S. Natarajan, Registrar, IIT Tirupati, Renigunta Road, Tirupati - 517506, so as to reach on or before 07-07-2017 at 1500 hours.

**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.*
- Envelope 1 containing a covering letter and the EMD for Rs.1,50,000 (One lakh fifty thousand only) vide Demand Draft/Banker's pay order favouring IIT Tirupati payable at Tirupati is to be placed and sealed. This envelope shall be super-scribed as "EMD".
- Signed documents of Tender Schedule, Schedule B, Schedule C, Annexure-A to Annexure - F are to be placed and sealed in Envelope 2. This envelope shall be super-scribed as "Technical Bid and Annexures".
- Envelope 3 shall contain the Financial bid indicating the details of the rate for each item the caterers are willing to quote and operate for the entire tender period. The format to be used for the quote is given in Annexure G – Financial bid. This envelope should be sealed and super-scribed as "Financial Bid".
- All the above three envelopes, namely, Envelopes 1, 2 and 3, 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 IIT Tirupati.**"

**4. Earnest Money Deposit (EMD):**

Tenderers should submit the EMD amount of Rs.1,50,000 (one lakh fifty thousand only) along with the tender by way of Demand Draft or Banker's pay order drawn in favour of IIT Tirupati payable at Tirupati. *Any tender without the EMD will be considered as NON-RESPONSIVE and SUMMARILY REJECTED.* photo/Fax copies of the Demand Draft/Banker pay orders will not be accepted. No interest will be paid on the EMD. The EMD shall be converted as security deposit of the successful bidder(s). The EMD will be returned to the unsuccessful bidder(s).

**5. Authority to Sign:**

All documents must be duly signed by the tenderers.

- a) If an individual or a proprietor of a firm is a signatory, he/she must sign above the full typewritten name and current address.
- b) In the case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm (a certified copy of the Power of Attorney must accompany the Documents) must sign. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished.
- c) In the case of a limited Company or a Corporation, the Documents shall be signed by a duly authorized person holding Power of Attorney for signing the Documents,

accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

#### **6. 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.

#### **7. Opening of the Tender:**

The bids will be opened by the 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. Offers found without the EMD or with an invalid EMD will be summarily rejected. Unopened tenders will be returned to such tenderers. On verifying the EMD, 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. Their EMD will also be returned to them. Only those Financial bids of the tenderers whose Technical bids are qualified will be opened. However, the Financial bids of all tenderers who qualified Technical bid will be opened subject to verification of their compliance with the Tender Schedule, Schedule B, Schedule C, Annexure B, Annexure C and Annexure D.

#### **8. Visit to Tenderers' Clients:**

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

#### **9 a. Daily Rate:**

**The Financial bid must include price quoted as Daily Rate per student 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 at least three extra items for each course, namely, breakfast, lunch and dinner must be offered from the list. All prices quoted by the tenderers should be inclusive of taxes and service charges, as levied by Central and State Governments. The percentage of taxes and service charges must be clearly indicated therein. **It is important to note that successful caterers should publish the menu along with the list of extra items for each course of the day for the complete month, in advance. The said notification must be approved by the Hostel Management Committee.**

#### **9 b. Serving extras on daily basis**

List of extra items (at least three extra items for lunch and dinner and two items for breakfast and evening tea) being offered on the following day should be notified to the students on the evening of the preceding day itself. This list can be displayed on the notice board, in front of the dining hall to draw attention of the students dining in the respective facility. Students shall register for the desired extras, through the registration procedure followed by 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. 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 extra is found excess during the course of lunch and dinner, the same shall be sold to the students who have not pre-booked for the extras.

#### **10. Alternative Proposals:**

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

#### **11. Validity of Offer:**

Tenderers shall agree to keep the tender open for sixty (60) days from the due date of submission thereof and not make any modifications in the stated terms and conditions.

**12. 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.

**13. Acceptance and Rejection:**

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

**15. Final Selection:**

Final selection of the caterer shall be based on a weighted criteria scoring system to be derived from the submitted tender documents and inspection reports. Various factors, namely, a) taste of food, b) food variety, c) quality, d) quantity, e) reliability of service, f) hygiene aspects, and g) capability of preparation of north Indian dishes apart from the quoted cost, shall be considered during the finalization process. If the Tender Committee arrives at a decision that the daily rate quoted by any tenderer is too low with reference to the quality and quantity specified by the Hostel Management Committee, the respective tenders are likely to be rejected from further consideration. The Tender Committee reserves the right to negotiate the prices quoted by the tenderers.

**16. Disputes and Jurisdiction:**

Any legal disputes arising out of any breach of contract pertaining to this tender process shall be settled in the court of competent jurisdiction located within Tirupati, A.P.

**17. Schedules:**

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

It is mandatory that all tenderers to 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.

**19. Mess rebate to students**

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

**20. Payment to the Caterer:**

The daily rate quoted shall include the following costs (both, capital and operational):

- a) wages for all relevant human resources,
- b) fuel,
- c) all general provisions, vegetables, fruits and milk of good quality,
- d) logistics – transportation, loading and unloading, and storage,
- e) utilities (water, electricity, etc.) usage.
- f) license fee/rent for use of space and infrastructure facilities,
- g) waste disposal charges and other cost heads specified by the Hostel Management.

The Hostel Management will release 30% of the payment as per the approved list by 10<sup>th</sup> of the month of operation. The balance payment, after adjusting all dues will be released

within 30 days from the date of submission of the claim bill by the caterer. Students whose mess rebate has been admitted and approved by the Hostel Management will be accordingly adjusted in the bill.

### **21. Non-compliance charges**

The Hostel Management shall review the service performance of the caterer through regular inspection visits and meetings scheduled on 27<sup>th</sup> of every month. It is mandatory the caterers (or their official designate) should attend these meetings without fail. Based on the feedback of the students and the officer-in-charge of the mess/dining facility sent to Chairman (Hostel Management Committee), using the scheduled 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 as per the Annexure - E. Based on the hygiene audit report submitted by 3rd party, the caterer will be penalized if he fails to maintain the basic hygiene standards. Manpower, in each category with different uniform (refer appropriate schedule for more details) should be made available; on their absence, Hostel Management has the right to impose penalty which is proportionate to the extent of the absent manpower.

### **22. Indemnity clause**

Each caterer has to execute an indemnity bond stating that "The caterer indemnifies the Hostel Management of IIT Tirupathi of any issues arising due to un-hygienic preparation, personal hygiene issues and storage of food, improper usage of ingredients and any such issues that may cause harm to the students due to inefficient operation".

### **23. Penalty for withdrawal of services before the period of contract**

- a) Caterer will not be permitted to participate and catering tender in IIT Campus for a minimum period of 2 years.
- b) Forfeiture of security deposit in addition to penalty imposed by Hostel Management Committee

### **24. Acknowledgement:**

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

Date:  
Place:

Signature of Tenderer  
Official seal and address

**Schedule A: Basic details**

<b>S.No.</b>	<b>Description</b>	<b>Information</b>	
1a	<b>Name of the Caterer:</b>		
	<b>Complete Address:</b>		
	<b>Phone No.</b>		<b>E-mail ID:</b>
1b	<b>Contact Person / Representative Name and Designation:</b>		
	<b>Phone</b>		<b>Mobile Phone:</b>
2a	<b>License No:</b>	<b>Registration No.:</b>	
	<b>PAN:</b>	<b>TAN:</b>	
	<b>ESI:</b>	<b>EPF:</b>	
	<b>(Enclose copies of the above)</b>		
2b	<b>Proof for payment of income tax and service tax (last three years)</b> (copy of income tax and service tax payments to be enclosed)		
3	<b>No. of Food Courts/dining facilities serviced in Higher Education Institutions (Enclose list of work handled up to May 2017 and ongoing work, separately with all the relevant documents)</b> (List to be included with name of the institution, duration, number of students catered, type of service provided)		
4	<b>No. of Food Courts/dining facilities serviced in non-academic establishments (Enclosed list of work handled up to May 2017 and ongoing work separately with all the relevant documents)</b> (List to be enclosed)		
5	<b>Whether Quality Certification obtained for any of the Food courts/ Dining facilities/Catering services provided</b> (If Yes, copy to be enclosed)		
6	<b>Bidders Solvency (Capital Employed) Rs.10 lakhs (in Lacs)</b> (Solvency certificate should be enclosed)		
7	<b>Turnover per annum Rs. (in Lacs)</b> Authenticated copy of audited Statement of Accounts for the last three years should be enclosed (Incase the work was executed for private firms/persons, TDS certificate should be submitted)		
8	<b>No. of Employees:</b>	<b>Regular</b>	<b>Temporary</b>
9	<b>Litigations, if any, connected with Catering Work</b>	<b>Yes/ No (if yes, details to be furnished)</b>	
10	<b>Any other information in support of the credentials</b>	<b>Details , if any, to be furnished</b>	

Date:

Signature with Seal

**Note: i) Authenticated certificates, testimonials and proof of experience to be produced in support of Sl. Nos.2, 3,4 and 5.**

**Schedule B: Terms & conditions for running catering facilities  
(To be furnished by all tenderers)**

1.	Mess facilities consisting of kitchens and dining halls on as is basis, are provided by Hostel Management. The caterer has to arrange for cooking food in kitchen(s), and serve it in dining halls. Prospective caterer(s) may inspect available facilities with prior appointment.				
2.	Breakfast, Lunch, Evening tea & snacks and Dinner have to be served as per the menu, furnished in Schedule-C and Annexure-F.				
3.	S.No.	Hostel details	Service	Days	Timings
	1	21 <sup>st</sup> Century Gurukulam Buildings, Alipiri – Chandragiri Road, Tirupati. This hostel will be shifted to IIT Tirupati Transit Campus in permanent campus site at Meralapaka Village near Yerpedu on Yerpedu – Venkatagiri road from January 2018.	Break fast	On all days	0645 to 0900
			Lunch	On Saturday, Sunday and Holidays	1200 to 1330
			Dinner	ON all days	1900 to 2115
	2	Academic Building (for the boys and girls staying in Boys Hostel and Girls Hostel at Lakshmipuram Colony, Tirupati which is near to academic building)	Breakfast	On all days	0645 to 0900
			Lunch	On week days (Monday to Friday – except holidays)	1200 to 1430
			On Week ends and Holidays (for the students residing in Hostels at Lakshminagar colony)	1200-1330	
		Dinner	On all days	1900 to 2145	
<p>Note: The main kitchen is to be established in the Kitchen at Academic Building. During Week ends and Holidays Breakfast, Lunch, evening snacks and daily Dinner to be transported to 21<sup>st</sup> Century Gurukulam Hostel and serve. During Week days the breakfast also to be transported to 21<sup>st</sup> Century Gurukulam Hostel and serve to the students. During Lunch and Dinner at 21<sup>st</sup> Century Gurukulam Hostel, the chapaties/roties are to be prepared live and serve to the students. If required the Caterer has to also transport the food to the Lakshmipuram colony/Gajalakshmi Lay out Hostels and serve the food. The 21<sup>st</sup> Century Gurukulam Hostel will be shifted to permanent campus site at Meralapaka Village near Yerpedu. Once the Hostel is shifted, the party has to set up a kitchen there for the services as indicated 1 above.</p>					
4.	Type of service: Self service with a provision for serving major items viz., rice, sambar and rasam by the servers on the dining table itself. Live counter should be opened for preparation of Chapaties/pulkas etc and serve from the Hot plate to the plates of the students directly. Caterers shall ensure enough number of tawas and manpower for the same.				
5.	For Menu, refer Annexure-F and for Services refer Schedule - C				
6.	Hostel Management shall provide the following: <ol style="list-style-type: none"> <li>Water for cooking, washing and cleaning at prevailing rates.</li> <li>Electricity for the exclusive purpose of running the dining facilities at prevailing rates in the Institute. No hot plates run with electricity will be permitted. The cooking should be done by using GAS only.</li> </ol> Every effort must be exercised by the caterer to minimize electricity and water usage. <b>Refer Annexure B for charges payable for services.</b>				



	c) Plates, glasses, jugs, coteries, spoons, bain-marie. Refrigerators, Deep-freezer, Hot water facility will be provided by IIT Tirupati.
7.	Procurement of the following items is the responsibility of the caterer with the approval of the Hostel Management: <ul style="list-style-type: none"> <li>a) first quality vegetables, fruits, provisions, dairy products, protein/meat etc.</li> <li>b) cooking gas.</li> <li>c) The caterer has to make their own arrangements for procuring other cooking utensils, tools, equipment etc to run the system efficiently. Hostel Management will not supply any such required items to the caterer.</li> <li>d) Caterers should not use any artificial color, preservatives and other harmful chemical additives (say, for example, mono-sodium glutamate) in any of the dishes or even store them in the mess premises.</li> </ul>
8.	The caterer shall use only branded raw materials as per the list enclosed (Annexure A) and best quality resources for preparing food. The Caterer shall submit at least three brands for each item which are not covered in the above list and the Hostel Management shall approve the brands for cooking after its inspection. Hostel Management reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved list. Non-compliance to 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 should be solely responsible for the arrangements of gas refills, and their safety and supply of milk from own resources.
10.	Following shall be the responsibilities of the caterer regarding hygiene and sanitation: <ul style="list-style-type: none"> <li>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.</li> <li>b) Cleaning and washing of plates, cutleries and utensils</li> <li>c) Cleaning and maintenance of kitchen equipment</li> <li>d) Cleaning the mess premises and keep surroundings neat, clean and hygienic</li> <li>e) periodic fumigation as and when required</li> <li>f) Pest control to the Dining Hall and Kitchen</li> </ul>
11	Caterer's performance will be monitored on a regular basis through Hostel Management Committee. Meetings of the HMC, scheduled during last week of every month should be attended by the caterers. All recommendations made by the HMC 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 <b>(see Annexure C)</b>
12.	The daily rate quoted per student for the menu items in the mess, extras for the mess should be inclusive of all taxes and service charges, as levied by the Central and State Governments. Hostel Management will not pay any additional charges to the caterers.
13.	The rates stipulated in the contract should remain valid for a minimum period of one year with effect from <b>29<sup>th</sup> July 2017 or date of award of contract, whichever is later.</b>
14.	Food cooked in the dining facility should not be served in other places inside / outside the campus. The Caterer shall not serve food that is prepared/cooked elsewhere outside the dining facility. Raw material stored in the Mess should be used exclusively for the student dining facilities in the IIT Tirupati
15.	When circumstances warrant, the Caterer shall cater to additional number of students/staff members, as requested by the Hostel Management at short notice.
16.	The Caterer shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.
17.	On expiry/termination of the license, the Caterer must vacate the licensed premises. All fixtures, furniture etc. which are properties of IIT Tirupati should be handed over to the Hostel Management in good and tenable conditions. Cost of repair charges for mishandling and willful damage (except normal wear and tear) will be deducted from the caution 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 Hostel Management.
19.	The following charges are to be paid by the Caterer for running the mess. Monthly rent @ Rs.2000/- will be deducted from the running mess bill of every month.
20.	A Security Deposit of Rs.2,00,000/- is to be deposited with the Hostel Management during the tenure of the contract. No interest is payable on the Security Deposit. Security deposit will be refunded on successful completion of the contract tenure.
21.	The selected Tenderer shall start the dining facility on or after 29 <sup>th</sup> July, 2017, or as decided by the Hostel Management.
22.	During vacation periods of IIT Tirupati, the Hostel Management reserves the right to reduce the strength or to close the dining facilities totally with advance intimation to the caterer. However, the caterer has to serve the food during vacation with a minimum guarantee of 40 students/staff during the vacation (December 2017 and May to July 2018).
23.	Minimum staff strength in each category shall be as per <b>Annexure D</b> . Based on the periodic inspection and other requirements, the Hostel Management reserves the right to instruct the caterer for increasing their service staff strength in case of unsatisfactory service/performance. <b>It is mandatory that the caterers should deploy the adequate manpower (at least to the minimum as specified in the schedule) throughout the service period. Each category of personnel should be given uniform to distinguish themselves in a combined group. Catering Manager and Deputy Manager should be available throughout the service hours; should address complaints from the students instantaneously.</b>
24.	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 Tirupati premises. The caterer must report any changes in their list of employees to the Hostel Management immediately. The caterer shall arrange security pass to all his employees from security section of IIT Tirupati.
25.	Only three employees will be permitted to stay in the Hostel premises after working hours. Necessary permission in writing should be obtained by the caterer for overnight stay of their employees in the campus at times of exigencies. The names of such employees should be intimated to the Hostel Management in advance; only after issue of permission and ID cards, they should be allowed to stay for the said period.
26.	The employees of the caterer should wear uniform of appropriate colour and display their ID cards. They should wear necessary hand gloves and caps/hair net in the kitchen and service areas. All the employees, posted at the Mess should undergo a medical examination once in every six months to validate their physical and hygiene fitness. Any tests/vaccines administered, as deemed fit by the Institute hospital, including a nominal fees for medical examination, should be borne by the Caterer. The Caterer should ensure that all of their employees are free of communicable diseases. Medical Certificates to this effect should be submitted to the Hostel Management before the start of the mess services. Any subsequent changes should be also brought to the immediate attention of the Hostel Management.
27.	The Caterer shall be responsible for the proper conduct and behavior of the employees engaged.
28.	Smoking, consumption/distribution of alcohol, use of <i>pan</i> and <i>gutka</i> by the employees is strictly prohibited in the IIT campus.
29.	All expenses related to the functioning of the employees engaged by the Caterer shall be in the scope of the Caterer.
30.	The Caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of AP and GoI 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.
31.	Periodic cleaning of fixtures (including lights, fans and other kitchen equipments) shall be carried out by the Caterer
32.	Waste disposal is the responsibility of the Caterer. Non compliance of waste disposal will invite penalty. Caterers, under no circumstances shall dispose plastic

	and food waste into the drainage. Damages caused to the drainage system by breaking the jallies etc, which will result in appropriate repairs will be recovered completely from the caterer.
33.	Caterer shall install and provide enough no. of kitchen equipment for smooth and efficient functioning of the mess facilities. Caterers must not use electric chapathi / dosa plates (hot plates), rice cookers/Stoves and such equipments without prior permission from the Hostel Management. <b>All the kitchen equipment shall made of SS only.</b>
34.	While accepting the offer, the Caterer need 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 giving one month notice period by the Institute and three month notice by the contractor.
35.	The Hostel Management reserves the right to review and modify the terms and conditions, periodically.
36.	Decision of the Hostel Management is final in awarding the contracts.
37	The successful caterer should obtain FSSAI certificate from the concerned authorities within one month from the date of commencement of the services.

Signature of Tenderer  
Official seal and address

## Schedule C: Scope of work and brief details of menu

### 1. Scope of work

The caterer shall provide services as briefed below:

Dining Facility	No. of seats	No. of Students allotted (Approx)	Type of Kitchen	Remarks
21 <sup>st</sup> Century Gurukulam Building  Breakfast Dinner  And Lunch and evening tea & snacks during Week ends and Holidays	Dining hall consisting of 80 seats	100 - 110	Adequate kitchen place available in the ground floor	The food cooked at Academic Building should be transported to this Hostel. The chapatias/ Pulkas etc to be prepared live and serve to the students.
Academic Building situated on Tirupati – Renigunta Road, Tirupati (13 Kms from Hostel and 4 Kms from Bus Stand)  Breakfast Lunch Evening snacks and Tea Dinner during Saturday, Sunday and holidays  Lunch during week days	Dining hall consisting of 180 seats	250	Adequate kitchen place available	The party has to setup a main kitchen in this building premises for cooking the food. For transportation of food to various Hostels, the party has to own/hire a TATA Ace or equivalent vehicle. The party has to quote separate rate for this purpose.
		350 - 375		

### 2. Mess operations

Mess operates with a basic menu and list of extra items to be served along with each course namely: breakfast, lunch, snacks and dinner. At least, three extra items should be made available during each course (Please refer to Table C1 for list of extras). List of extra items (at least three extra items for lunch and dinner and two items for breakfast) being offered on the following day should be notified to the students on the evening of the preceding day itself. Students shall register for the desired extras, with the respective caterer in the register, which is maintained by the caterer. 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 extra is found excess during the course of lunch and dinner, the same shall be sold to other students who have not pre-booked for the extras.

**Brands to be used**

- 1. Salt – Annapurna, TATA**
- 2. Ketchup – Maggi, Kissan, Henz**
- 3. Oil – Sundrop, Safola, Fortune, Dhara, Vijaya, Kurnool**
- 4. Pickles – Eastern, Nilons, Tops, Priya**
- 5. Spices: Eastern, MDH, Everest, Catch, Badshah**
- 6. Atta – Ashirwad, Pilsburry, Annapurna**
- 7. Noodles: Maggi, Top Ramen**
- 8. Flavoured drinks – Tag, Fasma, Roohfza, Kissan, Squash, Khus sharbat**
- 9. Cheese/Butter – Amul, Mother Dairy, Britannia, Heritage**
- 10. Ghee: Heritage, Amul, Mother dairy, Vijaya**
- 11. Bread: Modern, Britannia,**
- 12. Jam – Kissan, Maggi, Druk**
- 13. Milk – Amul, Heritage, Tirumala, Vijay, Sangam,**
- 14. Tea – Brookebond, Lipton, TATA, Tajmahal**
- 15. Coffee: Bru, Nescafe**
- 16. Ice Cream – Amul, Arun, Heritage**
- 17. Briyani Rice – Basmati**
- 18. Rice – Sona masuri**
- 19. Custard powder – Brown & Polson**

**The caterer has to get the approval of the Hostel Management Committee for use of brands other than the brands indicated above.**

***Prevailing charges for services (subject to revision)***

**1) Water charges**

**Rs.10/- per month per student.**

**2) Electricity charges**

(a) Use of electricity for common area (lift, staircase, entrance open area) is borne by the Institute.

(b) Usage of electricity for kitchen 2(two) units (only for lighting, Refrigerates, Freezers, Water coolers and wet grinder) per student per month is chargeable @ Rs.9.00 /unit (as per APSEB prevailing rate).

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

Signature of Caterer  
Official seal and address

**Model feedback form for evaluation**

Sl. No.	Description	Excellent	Very good	Good	Average	Poor	Very Poor
		(5 points)	(4 points)	(3 points)	(2 points)	(1 points)	(0 points)
<b>1</b>	<b>Quality of the food served (Double Weightage)*</b>						
<b>2</b>	<b>Quantity of food served</b>						
<b>3</b>	<b>Cleanliness, hygiene and waste disposal</b>						
<b>4</b>	<b>Catering service and Punctuality</b>						
	<b>Total</b>						

\* Obtained points will be multiplied by two.

Based on the points obtained in the performance evaluation, the following deductions shall be made from the monthly bill, payable to the caterer.

Sl.No.	Points	Percentage Deduction
1	<b>20-25</b>	nil
2	<b>16 - 19</b>	2
3	<b>12 -15</b>	5
4	<b>10 -11</b>	8
5	<b>6 -10</b>	12
6	<b>5 and Below</b>	18

The final decision on the feed back evaluation points will be carried out by the Hostel Management Committee. 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 will attract additional penalty of Rs.5000/- and / or termination of contract.

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

Signature of Caterer  
Official seal and address

**Minimum staff requirements**

A minimum number of different categories of staff per shift, to be employed by the Caterer are given below

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

Minimum staff requirements/shift

Staff category	Number of staff to be employed per shift (on two shift basis)	Color of uniform
Supervisor **	2	White
Cook	2 (1 north Indian & 1 south Indian)	Brown
Server	4	Pink
Cleaner/Washer	6	Blue
Counter staff	2 per counter	Maroon

The Hostel Management reserves the right to order for additional staff if the services are inadequate. Details of staff employed by the Caterer, under each category should be maintained in the standard format and should be available for inspection by Hostel Management. Servers must be available enough in number to serve the basic items like sambar, rasam, rice etc on the dining table itself. In addition, for smooth running of mess, a feed-back and complaint register should be made available with the Mess manager of the Caterer. Mobile phone numbers of the Mess Manager and Supervisors on duty should be displayed in the dining hall.

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

**\*\* The caterer should engage the Supervisors having Degree/Diploma in catering from a recognised Institution with sufficient experience. He should be able to communicate in Telugu, Hindi and English.**

Signature of Tenderer  
Official seal and address



## **Annexure-E**

1. Three or more complaints within a two week period of insects and/or foreign object cooked along with food or found in any food item would invite a fine of Rs.5000/- on the caterer.
2. If food for any meals gets over within timings of mess and waiting time is more than 15 minutes for lunch or dinner and 10 minutes for breakfast or tea @ snacks, then a fine of Rs.5000/- would be imposed on the caterer. The timing for that meal will be extended equivalent to delay time.
3. Three or more complaints of unclean utensils in within a two week period would lead to a fine of Rs.3000/- on the caterer.
4. If Hostel Management Committee agrees that certain meal was not cooked properly then a fine of Rs.5000/- would be imposed on the caterer.
5. Changes of menu of any meal without permission of Hostel Management Committee would result in a fine of Rs.3000/- on the caterer.
6. Vegetables used should be fresh and of good quality. If vegetables kept for use are found to be rotten or poor quality, then a fine of Rs.2000/- for each occasion will be imposed.
7. Oil once used should not be reused. If reuse of oil is found, penalty of Rs.2000/- will be imposed.
8. Kitchen and dining hall should be kept clean. If it is not kept clean, a fine of Rs.2000/- for each occasion will be imposed.
9. Items like Ajinomoto, baking soda, coloring items etc are banned and they should not be used. If they are found in kitchen premises, penalty of Rs.4000/- will be imposed for each occasion.
10. Absence of caterer or his representative empowered to take decision from Hostel Management Committee meetings on due invitation will attract a fine of 5000/- on caterer.
11. The caterer is required to maintain complaint/suggestion register and keep in the Mess Hall. Unavailability of complaint register on the mess hall/discouraging the complaint would lead to a fine of Rs.1000/- on the caterer.

## Common Menu

## Annexure-F

	Breakfast	Lunch	Evening Snacks	Dinner
<b>Compulsory Menu</b>	Tea, Coffee, Milk (1 glass of 200 ml), Bread toasted (4 slices) with Butter and Jam (20 gms each) Sprouts (50 gms each) Breakfast should be unlimited.	Rice, Indian bread, gravy curry, Daal, dry curry, Sambar, curd (100 gms), sweet, fryums or papad, pickle, salt, sugar, Lemon slices, Veg salad – any 3 [Cucumber/onion/Radish/tomato/beetroot/Carrot/mix veg salad]	Tea/Coffee/Milk	Rice, indian bread, gravy curry, Daal, dry curry, Rasam, fruit, papad/fryums, curd, pickle, salt, sugar, Lemon slices, Veg salad – any 3 [Cucumber/onion/Radish/tomato/beetroot/Carrot/mix veg salad]
<b>Monday</b>	compulsory menu items +one Breakfast Item out of the listed items	compulsory menu items + one rice item with Raitha from the list	Tea/Coffee/Milk & Masala Vada (4 Nos) each 40 gms	compulsory menu items with one north Indian paneer gravy curry in place of gravy curry.
<b>Tuesday</b>	compulsory menu items+one Breakfast Item	compulsory menu items	Tea/Coffee/Milk & Belpuri 150 gms	compulsory menu items + one rice item with Raitha from the list
<b>Wednesday</b>	compulsory menu items +one Breakfast Item	compulsory menu items +one rice item with Raitha from the list	Tea/Coffee/Milk & Samosa (4 Nos)	compulsory menu items +Ice cream 2 scoops per person
<b>Thursday</b>	compulsory menu items+Maggi (250 gms) + Tomato Sauce	compulsory menu items + one paneer dry instead of veg dry	Tea/Coffee/Milk & Sandwich-2 sets (4 slices)	compulsory menu items Plus One rice item with Raitha +Pizza 100 gms/ Veg. noodles
<b>Friday</b>	compulsory menu items+ One breakfast item	compulsory menu items + one rice item with Raitha	Tea/Coffee/Milk & Onion pakoda (100 gms)	compulsory menu items Plus Veg biriyani (instead of rice and dry curry), raitha Ice Cream 2 scoops per student
<b>Saturday</b>	compulsory menu items+one Breakfast Item	compulsory menu items + one paneer curry in place of gravy curry _ tomatato soup	Tea/Coffee/Milk + Bun cutlet – 3 Nos 75 gms each)	compulsory menu items, + one rice item with Raitha from the list
<b>Sunday</b>	compulsory menu items+one Breakfast Item	Compulsory item + paneer curry (instead of gravy curry) + rice item with Raitha from the list	Tea/Coffee/Milk + Mirchi Bajji (2 Nos)	Cholapuri 2 Nos with chenna masala, curd rice, rice item with raitha.

### TABLE C1

<b>Compulsory Extras</b> at agreed price (to be made available every day)	Omlet [ Full/Half Fried]. Boiled Egg. Egg Dosa Small pocket of Corn Flakes. Bournvita, Boost, Horlicks , Milkshakes,	Omlet [ Full/Half Fried], Boiled Egg, Noodles [veg/egg/chicken] Fruit Juices Non veg curry	Milkshakes, Biscuits	Omlet [ Full/Half Fried],  Boiled Egg,  egg/chicken Biriyani
		Non Veg curry to be provided 2 times in a week (one on Wednesday compulsory)		Non-veg (Mutton, Fish, Chicken)  non veg curry to be provided 3 times a week (one on Sunday compulsory)

Note: Chutney, Daal and Sambar should not be watery. Appropriate proportion of coconut and / or pulses must be used.

<b>Breakfast Items (Menu)</b>	<ol style="list-style-type: none"> <li>1) Aloo Paratha (3 No.s) +pickle + curd (100 ml)</li> <li>2) Gobi Paratha (3 No.s) + pickle + curd (100 ml)</li> <li>3) Poha (200 gms) + sprouts</li> <li>4) Idly (50gm each – 4 Nos.)+ Vada ( 40 gms each – 2 Nos.) + Sambar coconut/groundnut chutney</li> <li>5) Onion Uthappam 2 Nos ( 120 gms each)+ coconut/groundnut chutney+ sambar</li> <li>6) Maggi / Topramen (250 gms) + Tomato sauce</li> <li>7) Dosa ( 120 gms - 2 Nos) +alu-onion curry (30 gms) + chutney + sambar</li> <li>8) Sewai upma ( 200 gms) + chutney + sambar</li> <li>9) Puri with gravy curry (4 Nos)</li> <li>10) Mysore Bonda 6 Nos with samabar and chutney</li> </ol>
<b>Indian Breads (Menu)</b>	<ol style="list-style-type: none"> <li>1) Phulka(5 times a week)</li> <li>2) Oil chapatti(2 times a week)</li> <li>3) Pooari (2 times a week)</li> <li>4) Plain paratha (2 times a week)</li> <li>5) Aloo paratha</li> <li>6) Gopi paratha</li> <li>7) Bhatra</li> </ol>
<b>Rice items (un limited)</b>	<ol style="list-style-type: none"> <li>1) Biryani</li> <li>2) Pulav</li> <li>3) Matter Pulav</li> <li>4) Veg Fried rice</li> <li>5) Tomato rice</li> <li>6) Tamarind Rice</li> <li>7) Ghobi fried rice</li> </ol>
<b>Gravy Curries (Menu)</b>  <b>Note: No item should repeat more than once in 5 Days.</b>	<ol style="list-style-type: none"> <li>1) Alu tamatar</li> <li>2) Mix veg curry</li> <li>3) Chana masala</li> <li>4) Paneer butter masala(50 grams paneer)</li> <li>5) Palak paneer(50 grams paneer)</li> <li>6) Kadai paneer(50 grams paneer)</li> <li>7) Chillee paneer (50 gms paneer)</li> <li>8) Paneer recipes</li> <li>9) Alu Gobhi</li> <li>10) Brinjal curry (Gutti Vankaya)</li> <li>11) Ladies Finger curry</li> <li>12) Alu Brinjal mixed curry</li> <li>13) Drumstics curry</li> </ol>
<b>Dry Curries (Menu)</b>  <b>Note: No item should repeat more than once in 4 Days.</b>	<ol style="list-style-type: none"> <li>1) Alu gobi matar masala</li> <li>2) Cabbage capsicum</li> <li>3) Alu-capsicum</li> <li>4) Beetroot chana</li> <li>5) Bhindi masala fry</li> <li>6) Baigan bharta</li> <li>7) Alu carrot peas masala</li> <li>8) Brinjal Fry</li> </ol>
<b>Daals (Menu)</b>	<ol style="list-style-type: none"> <li>1) Toor dal</li> <li>2) Moong dal</li> <li>3) Dal makhani</li> <li>4) Rajma masala</li> <li>5) Mix dal</li> <li>6) Kadhi with pakoda</li> <li>7) Mysore dal</li> <li>8) Arhar Dal</li> <li>9) Urad Dal</li> <li>10) Tomato Dal</li> </ol>

	11) South Indian Dals
<b>Sweets – 75 gms (Menu)</b>	1) Gulab jamun 2) Carrot halwa 3) Kala jamun 4) Badushah 5) Jalebi 6) Ice cream cup – 100 ml of Vanilla/black currant, chocolate, Mango, Kesrai, Badam. 7) Sooji-halwa 8) Rasmalai 9) Rasmalai 10) Rasagulla 11) Double ka meeta
<b>Fruits</b>	1) Banana (green, yellow) – 100 gms. (not more than thrice a week) 2) Seasonal – 150 gms 3) Orange 4) Water melon– 250 gms 5) Papaya– 150 gms
<b>Fruit Juice</b>	1) Mango 2) Banana Milk shake 3) Orange 4) Pineapple 5) Lime water 6) Watermelon 7) Grapes 8) Badam milk
<b>Snacks</b>	1) Alu Samosa 2) Cake (2 pieces for person) 3) Alu Pakoda 4) Onion Pakoda 5) Bakery biscuits 6) Gobi Manchuria 7) Mixture 8) Veg Puff 9) Pani Puri 10) Mirchi Bajji 11) Bonda

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- *Note: All the items in the meal are unlimited in quantity except the following:*
- Milk – 1 cup of 200 ml.
- Curd/Raitha – 150 ml.(Curd with 3% fat undiluted milk)
- Sweet
- Fruits
- Branded Ice cream

Coffee/tea: All residents have a choice to mix coffee/tea in milk. Coffee/tea in a container shall be kept at the counter at the time of breakfast. Coffee powder sachets to be kept along with milk for making coffee by the students.

Other points to note:

- Panneer item to be served two times in a week.
- Aloo Paratha/Gobi Paratha/Methi Paratha with curd to be served thrice in a week.
- Ice cream to be served two times in a week.
- Extras:
  - Atleast 2 items to be made available during the breakfast
  - Atleast 2 items to be made available during the lunch
  - Atleast 2 items to be made available during snack time
  - Atleast 3 items to be made available during the dinner ( One among them should be a small ice cream cup)

**Financial Bid**  
**(Format for Financial Bid (to be typed in the letterhead of the firm))**

To

The Registrar I/c, IIT Tirupati,  
Renigunta Road, Tirupati - 517506

Dear Sir

Sub: Selection of Caterer for hostel dining facility

In response to your advertisement for "Providing catering services in the hostel we submit herewith our Financial bid.

**Basic Menu for the mess and Bidding table – daily rate/student (per student per day)**

Type of Menu (breakfast, lunch, evening tea and Dinner )	Daily rate per student (in Rs) (including service tax and any other statutory Central /State Govt. taxes) considering the charges (for example, water, electricity etc) are borne by the caterer (Daily rate for breakfast, lunch, evening tea and Dinner)	
	Service	Rate
Basic menu	Breakfast	
	Lunch	
	Evening Tea with snacks	
	Dinner	
	Total	

**Extra items for the mess**

Sl No	Item	Unit	Rate (Rs) including service tax etc
1	Boiled egg	1 No.	
2	Single egg Omlet	1 No.	
3	Single egg masala	1 No.	
4	Scrambled egg	1 No.	
5	Corn flakes	50 gms	
6	Gobi 65	Per plate (150 gm)	
7	Gobi Manchurian	Per plate (150 gm)	
8	Onion/palak/gobipakaoda	Per plate (150 gm)	
9	Chicken 65 (Dry)	Per plate (150 gm)	
10	Chicken masala	Per plate (150 gm)	
11	Chettinad Chicken	Per plate (150 gm)	
12	Ginger chicken	Per plate (150 gm)	
13	Pepper chicken	Per plate (150 gm)	
14	Chilli chicken	Per plate (150 gm)	
15	Garlic chicken	Per plate (150 gm)	
16	Chicken Briyani	Per plate 300 gm rice + 100 gm chicken	
17	Baby corn masala	Per plate (150 gm)	
18	Paneer butter masala	Per plate (150 gm)	
19	Mushroom masala	Per plate (150 gm)	
20	Chillipanner	Per plate (150 gm)	
21	Meal maker masala	Per plate (150 gm)	
22	Aloogobi	Per plate (150 gm)	
23	French fries	Per plate (150 gm)	
24	GulabJamun	Two pieces of 50gm each	
25	Rasagulla	Two pieces of 50gm each	
26	Basandi	One cup of 75 ml	

27	Rasmalai	One cup of 75 ml	
28	GajarHalwa	Per plate (100 gm)	
29	Fruit salad w/o ice cream	Per plate (150 gm)	
30	Ice cream	1 scoop of 50 gm	
31	Noodles	Per plate (150 gm)	
32	Fruit Juice	Per glass of 200 ml	
33.	Egg Dosa	1 No.	
34.	Mutton Curry	Per plate (150 gms)	
35.	Fish Fry	One piece 100 gms	
36	Mutton Briyani	250 gms rice + 100 gms mutton pieces	

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 Hostel Management Committee without any additional cost. We hereby agree to abide by the decision of the Hostel Management and terms and conditions mentioned in the schedules. We also agree to attend MMC meetings without fail and implement the decisions taken by HMC in strict compliance. We have enclosed the duly signed copy of all the schedules with the required annexure. We hereby certify that the above rates are inclusive of service tax and any other Central/State Govt. taxes.

Yours Sincerely,

Authorized signatory of the tenderer with seal