



Request for Proposal

Pilot Project

Hostel Canteen

Indian Institute of Technology Goa

We are in the process of selection of catering contractors for a pilot project for night canteen in the **New Hostel** of the campus. This pilot project will be for 3 months. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- Guidelines of tendering process.
- Terms and conditions along with responsibilities of caterer
- Penalties for violation of rules, Terms and conditions.
- Termination clause
- Application form for Technical Bid.
- Annexure I: Information to be provided with the technical bid
- Annexure II: List of items and maximum prices.
- Brands of consumables permissible.
- Timings of canteen.

Guidelines of tendering process.

Interested caterers are welcome to participate in a pre-bid meeting and inspection of the Hostel canteen premises on 23.08.2019 at **C & EMD office**. Please be present at **Hostel Canteen area** for this purpose. If you prefer a different time or date, then please send an email to srconsultant@iitgoa.ac.in OR call at **08322490864**

The agenda of the pre-bid meeting is as follows:

- Students will tell the caterers about the ground realities of the operation of the Canteen.
- One of the wardens will tell them about salient points of the terms and conditions and also the procedure of selection.
- Wardens and students will respond to queries of the prospective caterers, if any.
- The caterer will then inspect the facilities of the canteen of the respective Hostels.

The deadline for submission of technical, containing documents stated in later part of this tender document, along with an EMD is 29.08.2019 EMD amount is **Rs 25,000/- for hostel**.

Demand draft of this amount should be made in favor of Registrar, **IIT Goa payable** at Goa. The EMD amount will be refunded to unsuccessful bidders at the time of the award of the contract.

The bid shall be submitted in two parts i.e. Technical Bid and the Financial Bid in the following manner:

a. Technical Bid: The Technical bid shall consist of entire Tender document , Application form and all necessary documents mentioned in **Annexure I**. Every page should be signed. The Technical bid shall be submitted in a sealed envelope superscripted, **“TECHNICAL BID FOR RUNNING NIGHT CANTEEN AT HOSTEL IIT GOA”**.

b. Financial Bid: The Financial bid shall contain only the prices of items in **Annexure II** and nothing else. The price of each and every item must be quoted, failing which, the bid may be liable to rejection. The Financial bid should be put in a separate sealed envelope superscripted, **“FINANCIAL BID FOR RUNNING NIGHT CANTEEN AT AT HOSTEL IIT GOA”**.

Both the Technical Bid and the Financial Bid shall further be put in another larger single sealed envelope which shall be received latest by **29.08.2019 up to 3.00 P.M.**, in the following address:

**Advisor (Construction and Infrastructure), Construction & Estate Management Division, IIT
Goa, At Goa College of Engineering Campus,
Farmagudi, Ponda-403401, Goa**

Any bid containing Technical Bid and Financial Bid in same envelope shall be summarily rejected.

The technical bids will be opened at C& EMD in the Afternoon 3.30PM dtd.29.08.2019

The financial bids of all the technically qualified bidders will only be opened at C& EMD Office and it will inform to you in later.

After the financial bids are opened the Students and the Committee members will visit the establishments of the caterer to review and inspect their working. Caterers will then be ranked based on the feedback by the Students & committee members. The top vendors would probably be selected and the others would be waitlisted. Shortlisted parties will be invited to attend selection of caterer meeting at the same venue, the precise details will be conveyed by the concerned authorities.

TERMS AND CONDITIONS ALONG WITH RESPONSIBILITIES OF CATERER

The important terms and conditions are listed below:

1. The Contract Agreement would be for a period of 3 months and subsequently, may be renewed subject to satisfactory performance.
 2. **Issues related to Hygiene in the Canteen**
 - A. Cleaning and Housekeeping of kitchen and Dining area will be the sole responsibility of the caterer.
 - B. Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, and water cooler is also responsibility of the caterer. The highest possible standards are expected in this regard.
 - C. Highest levels of hygiene must be maintained in the workers' toilet, with provisions for soap, towels etc.
 - D. Workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
 - E. **IIT Goa / Hostel would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.**
 3. Caterer should not outsource the Contract given to him to some other party in any case. If found the contract would be terminated immediately and will be blacklisted for entering in IIT-Goa in future.
 4. Any modifications/changes to be made in the hostel canteen menu has to be proposed by the General Secretary of the hostel, approved by the Warden, and a final approval should be taken from the Dean, Student Affairs.
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PENALTIES FOR VIOLATION OR RULES, TERMS AND CONDITIONS

The caterer will be fined in case of violation of the following rules

1. Non-availability of complaint register on the counter / discouraging students from registering complaints would invite a fine of at least Rs. 2,000/-
2. Insects cooked along with food would invite a fine of at least Rs. 10,000/-
3. Any complaint of soft objects like hair, rope, plastic, cloth etc. in food will attract a fine of Rs. 2,500/- per complaint.
4. Any complaint of stones / pebbles of diameter more than 2 mm will attract a penalty on the caterer which can range between Rs. 1000/- to Rs. 3,000/- depending on the size of the stone/ pebble.
5. Hard and / or sharp objects like glass pieces, nails, hard plastic etc. will attract a penalty of at least Rs. 5000/- per incident.
6. Three or more complaints of unclean utensils in a day would lead to a fine of Rs. 3,000/- on the caterer.
7. Use of Vanaspati Ghee or ajinomoto is strictly prohibited, heavy penalty will be imposed on the caterer if found using these ingredients.
8. If hygiene committee in consultation with students present in the outlet agrees that certain item of the menu was not cooked properly / overcooked, then a fine of Rs. 3000/- would be imposed on the caterer.
9. Food poisoning shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the caterer.
10. Changes in the menu of the outlet without permission of Eateries committee or hygiene committee would invite a fine of at least Rs. 3,000/-
11. If the quality of milk is not found up to be appropriate, or it is diluted, a fine of 8,000/- would be imposed. Milk should have minimum 3-6% of fat content.
12. Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc. will lead to fine of Rs. 3,500/- on caterer for every instance.
13. Using brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the hygiene committee with consent with the Dean, Student Affairs.
14. Brands of the raw materials used in the outlets should have a proper FSSAI license number and expiry date on the package. The suppliers / distributors of the raw materials should have a proper FSSAI license. The caterer should follow these parameters for brands, failure to do so will be fined by the Hostel Affairs council as per the issue.
15. Severity of hygiene failure shall be assessed and decided by the Hostel Affairs Council and fined appropriately. In case of gross failure / negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.
16. The varieties of menu that are to be sold in the outlet are already decided by the IIT-Goa Committee. Only variety mentioned in the document are allowed to be sold in the outlet. The food menu can be increased or decreased only after consultation with the Hostel Affairs Council and final approval from Dean, Student Affairs.
17. As and when hostel affairs council proposes a fine it will inform the representative of the contractor or contractor and fine will be imposed with consent of the Associate Dean,

Student Affairs.

18. For any rule stated in this document, first violation of the rule implies fine as per the rule. Second and subsequent violations of the same rule on a different day within 30 days of previous issue will attract 3 times the initial amount of fine on the caterer.
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Termination Clause:

1. IIT Goa reserves the right to terminate the contract without assigning any reason if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene are deteriorated to such an extent that it is detrimental to the interests of the hostel boarders and their health. The decision of IIT Goa is final in all aspects.
2. Notice period for termination is 30 days.
3. In case, the contract is terminated or it comes to an end by efflux of time, the contractor shall handover the vacant possession of the licensed premises within 07 days of contract coming to an end. Failure to handover the vacant possession of the premises as aforesaid, would render the contract to pay a penal rent to the Institute at a rate decided by the Institute. The contractor shall take away all the infrastructure that was built in the canteen area by the contractor.

**APPLICATION FOR CONTRACT FOR HOSTEL CANTEEN IS TO BE
SUBMITTED TO THE UNDERSIGNED ON SEPARATE SEALED ENVELOPE**

Proforma for the Technical Bid

Name of the party: _____

1. Name(s) of the Proprietor(s)/Partner(s): _____

2. Contact Address: _____

3. Contact Phone: _____

Fax: _____

e-mail address: _____

Cell phone: _____

4. Major establishments in/ around Ponda, Goa:

(i) _____ (ii) _____

Signature of the Proprietor(s)/Partner(s) or Authorized Representative

Date: _____ Name of the Signatory: _____

Place: _____ Designation: _____

Stamp:

Annexure I

Information to be provided with the Technical Bid

1. Details of Experience of handling institutional/corporate cafeteria/food outlet: Current and Earlier (during last 1 year).
2. Shop Establishment Registration certificate from Municipality or equivalent documents
3. Any other pertinent information.

Please note that bids without the information and documents mentioned above will be rejected without further consideration.

Annexure II (Financial Bid, To be submitted in separate sealed envelope)

LIST OF ITEMS AND MAXIMUM PRICES

(The rates include 5% GST)

	RATE
TEA/COFFEE	
TEA (100 ml)	
TEA-CUTTING (50 ml)	
COFFEE (100 ml)	
MILK (200 ml)	
BOURNVITA/HOT CHOCOLATE MILK/HOT BOOST MILK/HOT HORLICKS MILK (200 ml)	
ICE-CREAMS & COLD DRINKS	MRP
CHIPS & BISCUITS	MRP
MILKSHAKES	(Only fresh fruit milkshakes are allowed- not syrup ones)
ROSE MILKSHAKE/CHOCOLATE MILKSHAKE/BOURNVITA MILKSHAKE/BANANA MILKSHAK/BUTTERSCOTCH MILKSHAKEE (200 ml)	
STRAWBERRY MILKSHAKE (200 ml)	
COLD COFFEE/MANGO MILKSHAKE (200 ml)	
BADAM LASSI/MANGO LASSI(200 ml)	MRP
JUICE	(Only fresh fruits are allowed not the syrup ones)
LEMON JUICE (200 ml)	
MOSAMBI JUICE/PINEAPPLE JUICE/WATER MELON JUICE/ORANGE JUICE (200 ml)	
MANGO JUICE (200 ml)	
PARATHA	*(1 Total slice of cheese to be used in the cheese items)
ALOO/GOBI/ONION/MIX VEG PARATHA PARATHA (7 inch Diameter)	
*ALOO /ONION/GOBI/MIX VEG CHEESE PARATHA (7 inch Diameter)	
PANEER PARATHA (7 inch Diameter)	
*PANEER CHEESE PARATHA (7 inch Diameter)	
PLAIN PARATHA (7 inch Diameter)	
BUTTER PARATHA (7 inch Diameter)	
FRANKY	*(1 Total slice of cheese to be used in the cheese items and 5 rupee full bhujia packet in THGADA items)
VEG FRANKY	
VEG SCHEZWAN FRANKY	
*VEG CHEESE FRANKY	
*VEG SCHEZWAN CHEESE FRANKY	

*VEG THGADA FRANKY	
EGG FRANKY	
EGG SCHEZWAN/PANEER FRANKY	
*EGG CHEESE FRANKY	
*EGG SCHEZWAN CHEES/PANEER CHEESE FRANKY	
*EGG THGADA FRANKY	
PANEER SCHEZWAN FRANKY	
*PANEER SCHEZWAN CHEESE FRANKY	
*PANEER THGADA FRANKY	
CHICKEN FRANKY	
CHICKEN SCHEZWAN FRANKY	
*CHICKEN CHEESE FRANKY	
*CHICKEN SCHEZWAN CHEESE FRANKY	
*CHICKEN THGADA FRANKY	
EGG ITEMS	(The quantity to be fit completely in 250 ml Bowl)
BOILED EGG (1 egg)	
FRIED BOILED EGG (1 egg)	
OMELET (1 egg)	
DOUBLE OMELET	
EGG BHURJI (2 egg)	
DOUBLE HALF FRY	
DOUBLE FULL FRY	
BOILED EGG BHURJI (2 egg)	
RICE AND NOODLES	(The quantity to be fit completely in 350 ml Bowl)
VEG HAKKA NOODLE/VEG FRIED RICE	
VEG SCHEZWAN NOODLE/VEG SCHEZWAN RICE	
VEG TRIPLE RICE/EGG TRIPLE RICE	
VEG MANCHURIAN RICE	
VEG COMBINATION/EGG MANCHURIAN RICE	
PANEER MANCHURIAN RICE/CHICKEN MANCHURIAN RICE (40-50 gms Paneer)	
PANEER TRIPLE RICE (40-50 gms Paneer)	
PANEER FRIED RICE/PANEER HAKKA NOODLE/CHICKEN NOODLE (40-50 gms Paneer)	
PANEER SCHEZWAN FRIED RICE/PANEER SCHEZWAN HAKKA NOODLE (40-50 gms Paneer)	
EGG HAKKA NOODLE/EGG FRIED RICE (1 egg)	
EGG SCHEZWAN NOODLE/EGG SCHEZWAN RICE/CHICKEN FRIED RICE (1 egg)	

CHICKEN SCHEZWAN NOODLE/CHICKEN SCHEZWAN FRIED RICE (50-60 gms chicken)	
CHICKEN TRIPLE RICE (50-60 gms chicken)	
RICE	(The quantity to be fit completely in 350 ml Bowl)
JEERA RICE	
DAL KHICHDI	
DAL KHICHDI TADKA/VEG PULAV/BHENDI RICE/TOMATO RICE	
EGG PULAV (1 egg)/EGG BHURJI RICE (2 egg)	
PANEER PULAV (40-50 gms Paneer)/VEG BIRYANI + 100 ml RAITA	
EGG BIRYANI + 100 ml RAITA (1 egg)	
PANEER BIRYANI + 100 ml RAITA (40-50 gms Paneer) / CHICKEN BIRYANI + 100 ml RAITA (100-120 gms chicken with bones/ 3 pcs)	
ALU BHENDI RICE	
MASALA RICE/ALU JEERA RICE	
BOILED EGG BHURJI RICE (2 egg)	
CHICKEN BHURJI RICE (50-60 gms chicken)	
RICE	
CHICKEN PULAV (50-60 gms chicken)	
DRY CHICKEN AND PANEER	(The quantity to be fit completely in 200 ml Bowl)
PANEER SCHEZWAN/PANEER CORIANDER/PANEER CHILLY DRY/PANEER MANCHURIAN DRY/PANEER 65 DRY (80-90 gms Paneer)	
VEG MANCHURIAN DRY/VEG 65 DRY/ALOO CHILLY/GOBI MANCHURIAN	
CHICKEN GARLIC/CHICKEN SCHEZWAN/CHICKEN LOLLYPOP/CHICKEN 65 DRY (130-150 gms chicken with bones)	
CHICKEN CHILLY DRY/CHICKEN MANCHURIAN DRY (100-120 gms boneless chicken)	
Charcoal Chicken tikka 150gm –	
Charcoal Chicken Malai tikka 150gm	
Charcoal Chicken Seekh Kabab 4pcs	

SANDWICH	*(1 Total slice of cheese to be used in the cheese items)
VEG SANDWICH/ALOO SANDWICH	
VEG GRILLED SANDWICH/CHEESE TOAST	
*VEG CHEESE SANDWICH	
*VEG CHEESE GRILLED SANDWICH	
EGG SANDWICH	
EGG GRILLED SANDWICH	
*EGG CHEESE SANDWICH	
*EGG CHEESE GRILLED SANDWICH	
CHICKEN SANDWICH	
CHICKEN GRILLED SANDWICH	
*CHICKEN CHEESE SANDWICH	
*CHICKEN CHEESE GRILLED SANDWICH	
BREAD BUTTER	
FRENCH TOAST/CHINESE BHEL/BURMA TOAST	
DRY BHAJI	(The quantity to be fit completely in 200 ml Bowl)
ALOO BHINDI/ALOO TOMATO/ALOO GOBI/BHINDI FRY/ALOO JEERA	
VEG AND PANEER GRAVY	(The quantity to be fit completely in 250 ml Bowl)
ALOO MUTTER/ALOO MASALA	
PANEER MUTTER/PANEER BUTTER MASALA (70-80 gms Paneer)	
PANEER KADAI/PANEER MASALA/PANEER CHILLY/PALAK PANEER(70-80 gms Paneer)	
PANEER BHURJI (90-100 gms Paneer)	
VEG KADAI	
NON VEG	(The quantity to be fit completely in 250 ml Bowl)
EGG MASALA (2 egg)	
CHICKEN MASALA/CHICKEN KADAI/CHICKEN FRY/CHICKEN SUKKHA /BUTTER CHICKEN (140-150 gms chicken with bones/ 5 pcs)	
DAL	(The quantity to be fit completely in 250 ml Bowl)
DAL FRY	
DAL TADKA	

MAGGI	(The quantity to be fit completely in 250 ml Bowl) *(1 Total slice of cheese to be used in the cheese items)
PLAIN MAGGI	
*PLAIN CHEESE MAGGI	
VEG MAGGI	
*VEG CHEESE MAGGI	
EGG MAGGI (1 egg)/TOPPA MAGGI (MAGGI + HALF FRY) (1 egg)	
*EGG CHEESE MAGGI (1 egg)	
OMLET MAGGI (1 egg)	
*OMLET CHEESE MAGGI (1 egg)	
SPECIAL FRY MAGGI/TOP RAMEN CURRY SCHEZWAN MAGGI	
TADKA MAGGI/TOP RAMEN CURRY MAGGI	
SPICY MAGGI (Red chilli)	
SOUPS	(The quantity to be fit completely in 250 ml Bowl)
VEG MANCHOW	
CHICKEN MANCHOW	
TOMATO	
VEG CLEAR	
DOSA	*(1 Total slice of cheese to be used in the cheese items and 5 rupee full bhujia packet in THGADA items)
SADA DOSA	
ONION DOSA/SCHEZWAN DOSA/PLAIN UTTAPAM	
MASALA DOSA/MYSORE SADA DOSA	
*SADA CHEESE DOSA/BUTTER SCHEZWAN ONION DOSA/PAPER DOSA/MYSORE MASALA DOSA/EGG UTTAPAM	
*ONION CHEESE DOSA/SCHEZWAN CHEESE DOSA/RAVA SCHEZWAN DOSA	
*MASALA CHEESE DOSA	
BUTTER SADA DOSA	
BUTTER ONION DOSA/BUTTER SCHEZWAN DOSA/ONION UTTAPAM/SCHEZWAN UTTAPAM	
BUTTER MASALA DOSA	
SCHEZWAN ONION DOSA	
SCHEZWAN MASALA DOSA/RAVA DOSA/MASALA UTTAPAM/EGG DOSA (1 egg)	

BUTTER SCHEZWAN MASALA DOSA/RAVA MASALA DOSA/EGG MASALADOSA (1 egg)	
PANEER DOSA/RAVA ONION DOSA/EGG ONION DOSA/EGG SCHEZWAN DOSA (35-45 gms Paneer)	
PANEER SCHEZWAN DOSA	
PANEER MASALA DOSA	
*THAGADA DOSA	
EXTRA CHEESE	
EXTRA BUTTER	
EXTRA RAITA (100 ml)	

BRANDS OF CONSUMABLES PERMISSIBLE

Item	Brand
Salt	Tata, Annapurna, Nature fresh, Ashirwad, Nirma, Saffola, Captain cook
Spices	M.D.H. Masala, Knorr, Catch, Everest, Mothers, Nilons, MTR, Priya, Patanjali, Ramdev, K-Pra
Chicken	Venky's Chicken, Godrej Real good, Zorabian, Suguna, Al Kabeer
Ketchup	Maggi, Kissan, Heinz, Del Monte, Surabhi, Sam's, Ching
Oil (Sunflower)- Refined	Sundrop, Godrej, Saffola, Fortune, Nature Fresh, Dhara use of Hydrogenated (vanaspati) oil is strictly prohibited
Pickle	Mother's, Priya, Tops, Nilon's, MTR, Bedekar
Atta/ Maida	Ashirvaad, Pillsbury, Annapurna, Samrat, Nature fresh, Patanjali, Shakti, Bhog
Instant Noodles	Maggi, Top Ramen, Yippee, Ching's secret, Patanjali
Flavoured drinks	Rasna, Roohafza, Mapro
Papad	Lijjat, Ganesh, Shreeji, Ramdev, Mothers
Butter	Amul, Mother dairy, Govardhan, Britannia, Kwality, Warana (use of margarine or any other butter substitutes are prohibited)
Bread	Modern, Kwality, Wibs, Britannia, Bonn, Harvest Gold
Cornflakes	Kellogg's, Patanjali
Chocos	Kellogg's
Jam	Kissan, Tops, Cremica, Mapro, Druk, Maggi, Surabhi, Mother's
Ghee	Amul, Mother Dairy, Britannia, Gits, Nestle, Every day, Dynamix, Vadilal, Warana
Shrikhand	Amul Warana, Chitale

Frozen yogurt	Mother dairy
Cow Milk(Half Cream/non-toned)	Amul, Mother Dairy, Govardhan, Warana, Kwality
Paneer	Amul, Mother Dairy, Warana, Gowardhan
Tea	Brooke bond, Lipton,Tata, Tetley, Godrej
Coffee	Nescafe, Bru, Tata, MR
Ice Cream	Amul, Mother Dairy, Kwality wall's, Natural's, Havmor, Vadilal, Patanjali. Dinshaw's, Cream bell
Soya	Nutrela
Frozen Peas	Safal (offseason), Al kabeer, Vadilala
Cheese	Amul, Mother Dairy, Britannia, Warana, Govardhan
Kolum Rice	Royal, Donur, Kohinoor, India gate
Basmati Rice for special rice	Every day, Daawat
Custard Powder	Brown & Polson
Sauce (Chilli , Garlic , Soya, Manchurian, Tomato)	Chings, Heinz, Maggi, Kissan , Sam's, Cremica, Tops
Toor Dal / Masoor Dal / Urad Dal / Chana Dal	Tata, India gate, MTR Packed materials from Metro / Dmart / Big Bazaar / Bigbasket
Sugar	Madhur, Mantra, Satyam, MTR Packed materials from Metro / Dmart / Big Bazaar / Bigbasket
Cornflour / Rava	Satyam Packed materials from Metro / Dmart / Big Bazaar / Bigbasket

TIMINGS OF THE CANTEEN

Afternoon 2.00 PM to Night
2.00 AM