

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

Advt. No: IITGoa/REGR/01/MESS/2018

Dated: 26th July, 2018

TENDER NOTICE FOR CATERING SERVICES

IIT Goa invites sealed tenders for Catering Service for student's hostel. The contract shall be initially for a period of one year extendable for further period subject to satisfactory performance and requirement.

Detailed tender document along with other details can be either downloaded from Institute website www.iitgoa.ac.in or collected in person from the Estate Office, Main Building, IIT Goa at Goa College of Engineering Campus, Farmagudi, Ponda, Goa.

Duly filled tender along with all desired enclosures should be submitted to the Registrar, IIT Goa, at Goa College of Engineering Campus, Farmagudi, Ponda, Goa by **15.00 Hrs on 23rd August, 2018**. The sealed cover must be super scribed with "Tender for Catering Service at IIT Goa".

Overwriting/correction in any part of the tender shall not be considered unless duly countersigned by the bidder, otherwise the tender is liable to be rejected.

Each page of the tender document shall be stamped and signed by the authorized signatory of the firm owner.

REGISTRAR, IIT GOA



INDIAN INSTITUTE OF TECHNOLOGY GOA

Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR

“CATERING SERVICE”

IIT GOA CAMPUS

VOLUME – I TECHNICAL BID

Last Date for Submission: 15.00 hrs on 23.08.2018

Date & Time of Opening: 15.30 hrs on 23.08.2018

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR “CATERING CONTRACT” AT IIT GOA

General Rules and Directions for the Guidance of the Tenderer

1. Scope of Tender

1.1. Objective

IIT Goa is inviting tenders for “Catering Contract” to provide catering service of high quality. Sealed Tenders are invited in Two cover Format from the eligible caterer for the above proposal.

2. Eligibility Criteria

The eligible bidder has to satisfy the following conditions.

- 2.1. The Bidder should have been in the business of providing catering services for Educational Institutions/ Public Sector Undertakings/ Government offices/ corporate sector for a minimum 150 customer

[Mode of Proof: Copy of Purchase Order/Contract showing that the Bidder had conducted a similar business].

- 2.2 The bidder should have satisfactorily completed similar catering service works of values as listed below during the last 7 Years ending previous day of the last date of submission of the tender.

a) Three catering service works each costing not less than 40% of the present estimated cost to the strength not less than 100 persons in Universities / Institutes / Colleges / PSU/ Corporate Sector.

OR

b) Two catering service works each costing not less than 60% of the present estimated cost to the strength not less than 150 persons in Universities / Institutes / Colleges / PSU/ Corporate Sector.

OR

c) One catering service work costing not less than 80% of the present estimated cost to the strength not less than 200 persons in Universities / Institutes / Colleges / PSU/ Corporate Sector

[Mode of Proof: Copy of Purchase Order/ Contract proving award of work. Copy of Completion Certificate/ Final invoice/ Letter indicating return of Security Deposit for proving Satisfactory Completion of Work]

2.3 Should have had average annual turnover of Rs. 100% of the estimated cost during the last 3 financial years ending on March 2017 i.e., since 2014-15, 2015-16 and 2016-17.

[Mode of Proof: Annual accounts duly certified by Chartered Accountant / Income tax Returns].

2.4 The Bidder should NOT have been debarred or blacklisted by any government department/agency in the past 3 (three) years on account of fraudulent or corrupt practices or inefficient/ineffective performance.

[Mode of Proof: The bidder should submit an undertaking for this]

The Bidder must possess the eligibility criteria mentioned at Para – 2 above. If he does not possess even one of these, he shall stand disqualified and his price-bid will not be opened. The details of services provided as stated above may be furnished in the Technical Bid of the tender document in the proforma prescribed therein.

3. Earnest Money Deposit (EMD)

The bidder shall have to pay the Earnest Money Deposit of **Rs.2,23,014/-** (Rupees Two lakh Twenty-three thousand and fourteen only) in the form of Demand Draft drawn from any Nationalized Bank / Scheduled Bank drawn in favour of “Indian Institute of Technology Goa” Payable at Goa and enclose the same along with the **Technical Bid (Cover – I)**. Tenders not accompanied by EMD will be rejected.

3.1. The EMD will be refunded to all bidder other than the three lowest technically suitable bidder within one month from the date of opening of the **Price Bid (Cover – II)**. The EMD of the bidder other than the bidder whose offer is accepted will be refunded with in a period of one month after award of Contract.

3.2. The EMD of the bidder who are not qualified under Cover – I will be refunded within one month from the date of return of their unopened cover – II

3.3. The EMD of the successful bidder will be refunded only after the remittance of security deposit in any manner as aforesaid.

3.4. Where a person whose tender has been received on behalf of IIT Goa intimates that they are withdrawing their tender before the validity period or makes any modification in the terms and conditions of the tender which are not acceptable to IIT Goa (or) fail to furnish the security deposit within the prescribed time, IIT Goa shall without prejudice to any other right or remedy, be at liberty to forfeit the Earnest Money deposited by such person absolutely.

- 3.5. No interest will be allowed on the Earnest Money from the date of its receipt until it is refunded.
- 3.6. The cost of stamping the agreement must be borne by the successful bidder.
- 3.7. IIT Goa does not bind himself to recommend the acceptance of the lowest or any tender or to assign any reason for non –acceptance.

4. Validity

- 4.1. The tender shall be valid for a period of 120 Days from the last date for submission of the tender.
- 4.2. In exceptional circumstances, prior to the expiry of the original tender validity period, IIT Goa may request the bidder to extend the period of validity for a specified additional period. The request and the response thereof shall be made in writing or by e-mail or post. A bidder agreeing to the request will not be required or permitted to modify his tender but will be required to extend the validity of his tender for the period of extension. In case a bidder is not agreeing to the request of IIT Goa for extension of validity of the tender, then his tender will not be processed further and the portions of his tender which have not been opened will be returned to them unopened as the case may be. The EMD paid by them will also be refunded to them as in the case of other unsuccessful bidder.

5. Submission

The Tender shall be submitted to The Registrar, Indian Institute of Technology Goa, Goa College of Engineering Campus, Farmagudi, Ponda - 403401 upto **15:00 Hrs on or before 23.08.18**

6. Opening Date

The Technical bids will be opened in the presence of authorized representatives of the bidding firms at **15:30 hrs on 23.08.2018 at IIT Goa.**

7. Clarification of Tender Document

IIT Goa has scheduled a Pre-bid meeting on 13.08.2018 at 3 PM to facilitate the bidders. The firms interested to bid may attend the pre-bid meeting as per the above schedule in order to acquaint themselves of the requirement of the work and about the campus before offering their quote. A bidder requiring any clarification regarding the tender documents may notify in writing to the address mentioned in the tender or E-Mail to estate@iitgoa.ac.in with a copy to regoff@iitgoa.ac.in. IIT Goa will not respond to any request for clarification, **received after 14.08.2018.**

8. General Condition

- 8.1. The Bid submitted will be evaluated based on the details of technical qualifications submitted by them under Cover I in the prescribed formats to ascertain whether the

bidder is technically qualified. The Cover II (Price Bid) of only those firms who technically qualified under Cover I will be opened.

- 8.2. The Bids should be signed in all pages only by the duly authorized signatory (ies) of the entity.
- 8.3. The Bidder should submit a written power of attorney authorizing the signatory of the bidder to commit the tender if required.
- 8.4. Furnish all details in the prescribed Proforma and as per the requirements set out in the tender documents under **Cover-I**. Bids and tender documents should be completed in all respects and incomplete tenders will be rejected.

9. One Tender per bidder

Each bidder shall submit only one tender purchased in their name. The Bidder who submits more than one tender will be disqualified.

10. Cost of Tender

The bidder shall bear all costs associated with the preparation and submission of his tender and IIT Goa will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

11. Content of Tender Document

The Tender document contain the schedules stated below and should be read in conjunction with any addenda/ amendments in accordance with **Clause 13**.

1. VOLUME – I (Technical Bid)

2. VOLUME – II (Price Bid)

- 11.1 The bidder shall examine carefully the contents of the tender documents. Failure to comply with the requirements of tender submission will render the tender liable for rejection. Pursuant to Clause 9 above, tenders, which are not responsive to the requirements of the tender conditions, will be rejected.

12. Amendment to Tender Document

- 12.1. At any time prior to the deadline for submission of tenders, IIT Goa may, for any reason, whether on his own initiative or in response to a clarification by a prospective bidder, modify the tender documents by issuing addenda which shall be provided only on IIT Goa website (iitgoa.ac.in)
- 12.2. Any amendments thus issued will be hosted on the website up to two days prior to the dates specified for submission of the bids. All the bidders who have downloaded the Bid Document shall verify if any such amendment /modifications have been issued before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s) / modification(s) if any shall be binding on the Bidder. No separate notice / intimation of amendments/modifications will be sent to those who have downloaded the document from the web.

- 12.3 If any addendum is issued, reasonable time will be given to bidder to take addendum into account in preparing their tenders, and if required, IIT Goa may extend the deadline for submission of tenders, in accordance with Clause 12.

13. Preparation and Submission of Tenders

13.1. Language of Tender

The tender, and all correspondence and documents, related to the tender, exchange between the bidder and IIT Goa shall be written in the English language only. If the bidder along with their offer furnish any printed literature written in any other language, such documents shall be supplemented with their English translation also. For the purpose of interpretation of the tender, the contents in the English translation version alone shall govern.

13.2. Documents Comprising the Tender

13.2.1 Cover – I (Technical Bid)

The Cover- I shall be addressed to “The Registrar, Indian Institute of Technology Goa, Goa College of Engineering Campus, Farmagudi, Ponda - 403401 duly indicating the name of Service as “Providing Catering Service at IIT Goa” – COVER-I and sealed properly. Names and Addresses of the bidder shall also be written on the cover. This cover should contain the DD for EMD and as well as DD for Tender Fee

13.2.2 Cover – II (Price Bid)

The Cover II shall only contain the Price Bid duly filled in, signed and sealed. The Cover- II shall be addressed to “The Registrar, Indian Institute of Technology Goa, Goa College of Engineering Campus, Farmagudi, Ponda - 403401 duly indicating the name of Service as” Providing Catering Service at IIT Goa” – COVER-II and sealed properly. Names and Addresses of the bidder shall also be written on the cover.

13.2.3. Main Cover

Both the “Cover I” and “Cover II” shall be placed inside the main cover, which shall be addressed to “The Registrar, Indian Institute of Technology Goa, Goa College of Engineering Campus, Farmagudi, Ponda - 403401 duly indicating the name of Service as “Providing Catering Service at IIT Goa” and sealed properly.

14. Conditions Stipulated by the bidder

The bidder shall note that no alternative or counter or qualifying tender conditions by the bidder will be acceptable. Tenders containing any qualifying conditions or

even bidder' clarifications in any form will be treated as non-responsive and will run the risk of rejection.

15. Filling up of Forms, completeness and mode of submission of tender

- 15.1. Tenders must be sent in a sealed cover superscripted “Providing Catering Service at IIT Goa” and addressed to “The Registrar, Indian Institute of Technology Goa, Goa College of Engineering Campus, Farmagudi, Ponda - 403401 so as to reach the office of the Registrar at IIT Goa not later than 15.00 Hrs on 23.08.2018 by registered post or speed post or through a special messenger.
- 15.2. The bidder shall submit all such documents required to be returned as per clause 13 duly filled in along with their covering letters, data and other information so that the tender is complete in all respect including EMD and Tender Fee.
- 15.3. The tender shall be filled and signed only by the firm/corporation in whose name the tender documents have been issued.
- 15.4. The Bill of Quantities and Rates shall be filled in either typed or written in indelible ink and shall be signed by the person or persons duly authorized to sign on behalf of the bidder.
- 15.5. Bids sent by tele-fax and email shall not be accepted.

16. Deadline for submission of tender

- 16.1. Tender must reach the Registrar’s Office at the Office specified in clause 15.1 above, not later than **15.00 Hrs on 23.08.2018**
- 16.2. IIT Goa may, at its sole discretion extend the deadline for submission of tenders by issuing an addendum in accordance with Clause 12 of this section in which case all the rights and obligations of the Employer and the bidder previously subject to the original deadline will thereafter be subject to the new deadline as extended.

17. Late Tenders

Any tender received by the Registrar’s Office, IIT Goa after the deadline for submission of tenders prescribed in Clause 6 will be rejected.

18. Influencing prohibited

Information relating to the examination, clarification, evaluation and the comparison of tenders and recommendations for the award of the contract shall not be disclosed to the bidders or any other person not officially concerned with the process, until the award to the successful bidder has been announced. Any effort by the bidder to influence the employee/ employer during the process of tender or award decision will result in the rejection of his/ their bid offer.

19. Correction of Errors (in price bid)

If there are differences between the rates quoted by the bidder in words and figures or in amount serviced out by him, the following procedures shall be followed: -

- a. When there is a difference between the rate in figure and in words, the rates, which correspond to, the amounts worked out by the bidder, for the individual item shall be taken as correct
- b. When the bidder does not work out the amount of an item or it does not correspond with the rates written either in figures or in words, then the rate quoted by the bidder in words shall be taken as correct.
- c. When the rate quoted by the bidder in figures and in words tallies but the amount is not worked out correctly, the rate quoted by the bidder shall be taken as correct and not the amount.

20. Security Deposit (SD)

- 20.1. Within 10 days of the successful bidder's receipt of notification of award, the Bidder shall furnish a Security Deposit at the rate of 5% of the contract value in the form of an A/C Payee Demand Draft. The EMD already paid can be adjusted against the Security Deposit. If the bidder fails to submit the security deposit to IIT Goa within the stipulated time, IIT Goa shall without prejudice to any other right or remedy be at a liberty to forfeit the Earnest Money deposited by such person absolutely or may, at its sole discretion, treat the bidder as having lost his eligibility for the award of the contract.
- 20.2. The SD will be discharged by IIT Goa and returned to the bidder not later than 90 days following the date of satisfactory completion of the Caterign agencies performance obligations.
- 20.3. The proceeds of the Security Deposit shall be payable to IIT Goa as compensation for any loss(es) resulting from the failure of the bidder to meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken by IIT Goa for delays/default/failure on the part of the caterer
- 20.4. Delay in payment of Security deposit within the specified or extended time as per clause 22 shall be paid with interest at the rate of 18% per annum for the period of delay if IIT Goa decides to award the contract even after such delay.
- 20.5. No interest will be allowed on the security deposit from the date of its receipt until it is refunded.

21. Commencement of the Work

The work shall be deemed to have been commenced from the date mentioned in the work order to commence the work and the period of contract is 12 Months from that date of commencement

22. Contract Agreement

The bidder shall, if his tender is accepted, enter into and execute an agreement in the form prescribed when called upon to do so with such modifications as agreed upon prior to the date of acceptance of the tender and until the formal agreement is prepared and executed, this tender together with the written acceptance shall form a binding contract between the employer and the contractor and shall be the contract. All costs, charges and expenses including stamp duty in connection with the contract as well as preparation and completion of agreement shall be borne by the contractor.

23. Jurisdiction

All disputes arising out of this contract shall be subject to the jurisdiction Goa.

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

BIDDER MEMORANDUM & UNDERTAKING

1. **General Description:** **Tender for Catering Service at IIT Goa.**

2. **Estimated cost:** Rs. 1,11,50,700/-
3. **Earnest Money:** Rs. Rs.2,23,014/-
4. **Security Deposit:** 5% of the accepted tender value
5. **Period of Contract:** One year from the date of Service
6. **Tender Fee:** Rs. 1000/-
7. **Delay in commencement of Service and forfeiture of EMD and undertaking by the bidder:**
 - a. Should this tender be accepted in whole or in part, I/we hereby agree: to terms and abide and fulfil all conditions annexed hereto and all the terms and provision contained in notice inviting tenders so far as applicable and or in default thereof to forfeit and to pay the Registrar, IIT Goa, or his successors in office, the sum of money mentioned in the conditions. A sum of **Rs. Rs.2,23,014/-** is hereby forwarded in Demand draft as Earnest Money. If I / we fail to commence the Service Specified in the above memorandum I/ we agree that the said Registrar, or his successors in office shall, without prejudice to any other right or remedy, be at liberty to forfeit the said Earnest Money absolutely, otherwise the said Earnest Money shall be retained by him towards security deposit mentioned against **Clause 4** of the above-mentioned Memorandum.

 - b. To execute all the Services referred to therein the tender documents upon the terms and condition contained or referred to therein and carryout such deviations as may be ordered.

 - c. I/We hereby agree to abide by all terms and conditions laid down in the tender document.

- d. This is to certify that, I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms & conditions.

- e. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI, Bonus, Gratuity, Leave, Relieving Charges, Uniform, safety gears and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per minimum wages Act as amended by the government from time to time and shall be fully and solely responsible for any violation.

SIGNATURE.....

FOR AND ON BEHALF OF

DATE.....

FORM OF TENDER

NOTE: This Memorandum forms part of the Tender and this should be duly filled in, signed & sealed and enclosed along with the Tender.

To

**The Registrar
Indian Institute of Technology Goa
Goa College of Engineering Campus
Farmagudi
Ponda, Goa - 403401**

Sir,

Being duly authorized to represent and act on behalf of hereinafter called “the tenderer” and having visited the site and examined Terms and Conditions of Contract, Instructions to the Tenderers, Schedules and Bill of Quantities for the Menu of Tender for “**Catering Services at IIT Goa**” and

1. I/ we offer to execute the work in conformity with the terms and Conditions of Contract, for the sum of Rs. (Rupees) **[Rate shall not be filled in]**
2. I/ We undertake, if our Tender is accepted, to do the catering contract for the periods specified in this Schedule.
3. If my / our tender is accepted, we will furnish a Security Deposit / Performance Guarantee within 10 days of receipt of work order through a Bank Guarantee from Nationalized Bank or a Scheduled Bank in India approved by Government of India for a sum equivalent to Lakhs in the form annexed hereto or Guarantee Bonds of any Nationalized Bank or Scheduled Bank in India as Security for the due performance of the contract.

Security Deposit Bond in the format will be furnished as in the Schedule.

4. I/ We agree to abide by this Tender for a period of **120** from the date fixed for receiving the same or such further period as may be mutually agreed upon and it shall remain binding upon us and may be accepted at any time before the expiration of that period should we fail to abide by our Tenders during the above said period of **120 days** or such

extended period as mutually agreed upon, IIT Goa shall be at liberty to forfeit the Earnest Money deposited by us.

5. Unless and until a formal agreement is prepared and executed this Tender, together with your written acceptance thereof, shall constitute a binding Contract between us.
6. (i) We understand that IIT Goa reserves the right to,
 - a. Amend the scope of tender and value of contract under this work
 - b. reject or accept any tender including the lowest, cancel the tender process and reject all tender.(ii). We agree that IIT Goa will not be liable for any such action and will be under no obligation to inform the tenderer of the grounds for such action.
7. If our Tender is accepted as a whole or as individual components, we understand that we are held fully responsible for the due performance of the Contract.

We have furnished Earnest Money in the form of Demand Draft issued by payable at Goa in favour of the Indian Institute of Technology Goa for an amount of Rs..... (Rupees.....). If our tender is not accepted, the Earnest Money shall be returned to us on our application within period as specified in the tender for the return of such EMD amount. If our Tender is accepted the Earnest Money shall be adjusted against the Security Deposit at 5% of the Contract value or refunded on production of a Guarantee as contemplated in the relevant clause for an amount equivalent to 5% of the contract value with the good and sufficient services as may be required for the faithful performance and proper fulfilment of the Contract and execute the Contract Agreement as required by the terms of this Tender.

8. We agree to execute the catering contract referred to in the Tender Documents upon the Terms and Conditions contained or referred to therein and to carry out such deviations as may be ordered.

SIGNATURE.....

FOR AND ON BEHALF OF.....

DATE

Witnesses:

1. Signature.....

Name.....

Address.....

2. Signature.....

Name.....

Address

TENDER FOR “CATERING CONTRACT” AT IIT GOA

TERMS AND CONDITIONS ALONG WITH RESPONSIBILITIES OF THE CATERER

1. The contract agreement would be for a period of one year and subsequently, may be renewed every year for an additional period of one year or part thereof, subject to satisfactory performance
2. After three months of operation the caterers will be evaluated on the basis of the guidelines and rules detailed in this document and in the leave and license agreement to be drawn. If the caterer fails to meet the expectation and promises made, then the leave and licence agreement can be cancelled at that time.
3. The catering contractor has to pay licence fee of Rs.1000/- per month for the first year and at such rate as may be fixed by the Institute for the subsequent years.
4. The Catering Contractor will pay Rs.500/- towards water charges every month. Wastage of water must be avoided.
5. Electricity shall be provided free of cost
6. Contractor must submit all necessary statutory documents
7. (a) The Caterer should adhere to the provisions of the Provident Fund Act, the Minimum Wages Act and other such acts which are applicable

(b) The caterer should ensure that the payment is made to the labourers as per Minimum Wages act to the satisfaction of the Licensee. The payment is to be made into the bank accounts of the employees and the statement of the accounts is to be deposited with the hall managers every month. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the Mess Council on regular basis.

(c) The caterer shall not employ anyone below the age of 18. Upon violation of this requirement, legal action would be taken
8. Engagement of required staff, providing uniforms, safety gears etc shall be by the caterer with approval of Mess Council of the concerned hostel. The workers should always use hand gloves and caps while working (hair found in foods not acceptable). Caterer should provide a minimum two pairs of uniform to the workers and ensure that workers report for duty in clean uniforms.
9. It is mandatory to have 1 helper per 25 residents and 1 cook per 100 residents. This workforce should be divided into two teams, so as to operate in two shifts of duration of eight hours. The supervisor must be present in each shift and ensure quality control and hygiene. The approximate strength of mess members during regular semester (January to April and Mid July to November) is 300 and during summer and winter vacations is 50 to 75.

10. The timings, menu and price of extra items would be determined by the Committee and the student's council of the respective hostels in consultation with the caterer.
11. The caterer shall, at their cost, maintain adequate stock of food grain, grocery and adhere to the standards of the institute. The caterer shall be responsible for proper hygienic storage of all raw materials.
12. No food cooked in the mess may be taken out of the premises without prior permission of the Mess council of concerned hostel.
13. **Vegetarian and Non-Vegetarian food will be cooked and served separately.**
14. Major civil and electrical works will be attended by the Estate Office, IIT Goa. However, minor maintenance job such as replacement of light bulbs, tube lights etc are the responsibility of the Catering Contractor.
15. Only dining hall furniture will be provided by IIT Goa. The caterer has to arrange all cooking needs and serving utensils including plats, glasses, cups, spoons, forks etc. Upkeep of all items provided by IIT Goa will be the sole responsibility of the Caterer.
16. Procurement of good quality provisions and other consumables is the responsibility of the Caterer.
17. Security of licensed premises, equipment, fittings and fixtures, furniture etc is the responsibility of the catering contractor
18. The caterer shall attend a monthly meeting of the mess committee, failing which penalty will be imposed. This meeting shall be attended by the caterer himself or a senior representative who is authorised to take policy decisions
19. A maximum of 5 workers will be allowed for night stay for preparation of breakfast.
20. **Issues related to Hygiene in the mess and Kitchen**
 - a. Cleaning and housekeeping of kitchen and dining area will be the sole responsibility of the caterer.
 - b. Cleaning of utensils, crockery, kitchen equipment, furniture, mess water cooler is also duty of the caterer. The highest possible standards are expected in this regard.
 - c. All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample Liquid soap for hand wash at basin, clean towels to clean hand, hand gloves for mess workers who handle items like salad, panipuri etc head caps for mess workers and other measures as advised by the council
 - d. Highest levels of hygiene must be maintained in the mess workers toilets, with provisions for soap towels etc
 - e. Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.

- f. **IIT Goa would reserve the right to check on cleanliness and upkeep of premises and quality of provisions and quality of food.**

RULES PERTAINING TO THE DAILY FUNCTIONING OF THE MESS

1. Mess Timings

	Weekdays	Weekends and Holidays
Breakfast	7:45 AM to 09:45 AM	08:00 AM to 10:30 AM
Lunch	12:00 Noon to 02:00 PM	12:30 PM to 02:00 PM
Tiffin	04:00 PM to 06:30 PM	05:00 PM to 06:45 PM
Dinner	08:00 PM to 09:30 PM	08:00 PM to 09:30 PM

2. Food items to be served: -

1. Unlimited salad will be provided during lunch and dinner. It will comprise of lemon, green chillies (both raw and fried) and any three of the following in every meal. Tomatoes, cucumbers, onions, beetroots, carrots and radish except when groundnut, corn, sprouts, Minced or Cabbage salad is being served (to be served 5 times a week). Salad should be covered with food grade plastic.
2. Mouth freshener (Fennel seeds and sugar) and pickle to be provided with every meal
3. Paneer is to be served twice a week as decided in the Menu.
4. Khus Sherbat, Fresh Lemon Water, Roohafza, Jalzeera, Aampanna must be served in unlimited quantity during lunch for all 7 days of the week from March to July (18 weeks). Instead of drinks soups can be replaced twice week.
5. Seasonal drinks must be served in the mess as per requirement given by the Mess Committee
6. Banana (yellow) is to be served in breakfast 3 days in a week. It should be replaced by other seasonal fruits (watermelon (long slices), Pineapple (thick slice – min 1 cm), Oranges, Mosambi, Mangoes, Apples, Grapes (Green and black) on the remaining 4 days of the week.
7. Unlimited Chaas, Lassi must be served during lunch on three days of the week. Raita to be served Minimum 3 times a week. Plain curd must be served on all 7 days. Curd must be undiluted and unsweetened. Curd must be served in breakfast whenever Paratha is served. Plain rice has to be served in addition when there is Biryani or pulav.
8. When Poha is served, chopped onion and coriander and Bhujiya sev (namkeen) must be served along side
9. Groundnut chutney will be served with all south Indian dish (like Idli, Dosa, Uthappam etc)

10. Sweets like Rasagulla, Gulab Jamun, rice-kheer, Gilebi, Halwa, fruit, Custard and Ice cream have to be served on all seven days in lunch or dinner as decided by the Mess council. Sheera is to be served in Breakfast alongwith Poha, as mentioned in the Menu.
11. Ketchup, Butter, Jam, Curd and Chutney has to be provided along with all dishes which need them and as decided in the Menu.
12. Jain Food and Boiled food should be served as per requirement, which is to be decided by the Mess Council.
13. Menu as decided by the mess Council will be strictly followed
14. The use of Monosodium glutamate (Ajinomoto) is strictly prohibited.
15. Extra items e.g. Non-Veg. items over and above the decided Mess Menu can be sold at price decided by the mess council in consultation with the Caterer.
16. Twice a month, Chicken Biryani (Unlimited rice and reasonable amount of meat per person, 2 standard pieces or equivalent amount) along with raita should be served instead of the regular Vegetarian meal. If the council requests, to the Non-Vegetarian members at a decided cost. For these meals only, non-vegetarians should not be charged for the Vegerarian meal.
17. One glass of milk (200 ml) is to be served, a s per the choice of the student, in breakfast, tiffin or dinner every day. Both hot and cold milk should be served at all times. Student can be charged for second and successive glasses of milk.
18. Caterer should provide a special dinner or lunch on occasional like Festival eight to ten days in a year, as decided by the Mess council, at no extra cost. Tea parties and regional food festivals should be organised occasionally at no extra cost, as decided by the Mess Council.
19. In case a special event is organised in the hostel for which food is arranged from another caterer/ restaurant, the student will get a discount corresponding to food charges for that meal. This is expected to happen not more than twice a Semester.
20. Special food on days of fasting should be served, as decided by the Mess Council, at no extra cost.
21. Food should be served and maintained at warm at all time.
22. Extra charges for Gala dinner should be decided in negotiation with the Mess Council.
23. A sufficient number of counters, as decided by the mess council, should be operational
24. Caterer should maintain a complaint and suggestion register and every compliant should be responded by taking corrective measures in consultation with hostel council.
25. Paper napkin should be provided when fried food is served.

26. Catering service for institute event held within the premises of the Hostel may be undertaken only after obtaining a written permission from the Mess Council at least three days prior to the event.
27. Coupons for guest meals and extra items will be sold to the customer either on the basis of the request of a resident of the hostel or against cash payment for the same to the caterers. The price of the same shall be decided by the mess council in the consultation with the Caterer.
28. Full rebate will be given to the students for a minimum period of 2 days and maximum of 30 days in a year with prior notification to caterers of at least 8 days before. Student in this case would get a rebate for each day applied for rebate.
29. Hostel will get 60 % on any surplus amount paid for the guest meals.
- 30. Pest control should be carried out through licensed agencies at least once in a month**
31. In case the mess is closed on any occasion or for pest control, then special dinner/ lunch shall be provided, in lieu of the missed meals., at no extra cost. For every 2-pest control, there would be one special dinner/ lunch.
32. In case special dinner/ lunch cannot be provided as per the clause number 31, full refund for the missed meal has to be given to all students.
33. Waste should be segregated prior to disposal, as directed by Mess Council/ Public Health Office
34. Distribution and order of pizza, Burger from Dominos, McD, to be done by the contractor as per the list given by council.
35. Fish to be served once in a week as decided by council but will not be cooked in hostel.

GENERAL STRUCTURE OF THE MENU

The following is the General structure of the Mess Menu.

Breakfast

- Indian dish: Parotha (Assorted), Poha, Idli, Dosa, Puri-Bhaji
- Unlimited toasted brown bread and normal bread
- Sprouts/boiled pulses/ sweet corn
- Milk (one glass of 200 ml) with bournvita/ complan
- Cornflakes/ oats/chocos/Muesli
- 2 boiled egg or double Omelette or Egg Burji (Freshly made on order) on all days
- 1 banana/ any other fruit (2 bananas/ fruits for non-egg eaters)

Lunch

- Unlimited plain rice on all 7 days along with any other special rice item (Eg: Dum biriyani, Tawa pilao, tomato rice, jeera rice, curd rice etc)
- Unlimited roti/ plain parotha (Ghee should be kept separately for self-application)
- Unlimited Dal or Rasam
- One unlimited vegetable curry and one unlimited dry vegetable
- Unlimited fresh salad
- Curd/ Raita and Pickle
- Papad to be served minimum of 6 times a week
- Chaas/ Lassi/ Fresh Lemon Water/ Tropicana Juice/ Fresh fruit juice to be served 5 days all throughout the year
- Sweet dish (2 pieces or equivalent quantity as decided by the mess council)
- Fryums, Papad, Chutney

Tiffin

- One snack item
- Unlimited toasted brawn/ white bread with butter, jam and ketchup. Peanut should be served twice a week, if the mess council so desires
- Unlimited Tea and Coffee to be Served on all 7 days of the week
- Ice tea/ cold coffee/ juices/milk shakes should be served 4 days of the week
- Fruits (Whenever juices/ milkshakes are not provided)

Dinner

- Unlimited plain Rice on all 7 days along with any other special rice items (Eg: Dum biriyani, Tawa pilao, tomato rice, jeera rice, curd rice etc)
- Unlimited roti/ plain parotha (Ghee should be kept separately for self-application)
- Unlimited Dal or Sambar
- One unlimited vegetable curry
- Unlimited Fresh Salad
- Curd/ Raita and Pickle
- Papad to be served minimum of 6 times a week
- Sweet dish (2 pieces or equivalent quantity as decided by the mess council)
- Non-Veg (Chicken/ Fish) to be served 4 days in a week

PENALTIES FOR VIOLATION OF RULES, TERMS AND CONDITIONS

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

1. Non-availability of complaint register on the counter/ discouraging students from registering complaints would lead to a fine of Rs.2500/-
2. Insects cooked along with food would invite a fine of at least 10000/-
3. Any complaint of soft objects like hair, rope plastic, cloth etc in the food will attract a fine of Rs.2500/-
4. Any complaint of stones/ pebbles of diameter more than 2 mm will attract a penalty on the caterer which can range between Rs. 300/- and 3000/- depending on the size of the stone/ pebble
5. Hard and/or sharp objects like glass pieces, nail, hard plastic etc will attract a penalty of at least Rs.5000/- per incident
6. Three or more complaints of uncleaned utensils in a day would lead to a fine of Rs. 3000/- on the caterer
7. If the mess council agrees that certain items of a meal was not cooked properly, then a fine of Rs. 3000/- would be imposed on the caterer
8. 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
9. If food for any meals get over within timings of mess and waiting time is more than 15 minutes for lunch and dinner and 10 minutes for breakfast and tiffin, then a fine of Rs. 3000/- would be imposed on the caterer. The timings for than meals will be extended equivalent to delay time
10. Change in menu (including fruit/ juice/milkshake) of any meal without permission from mess committee would result a fine of Rs. 3000/-
11. If the quality of milk is not found upto to be appropriate, or it is diluted, a fine of Rs.8000/- would be imposed
12. Inappropriate personal hygiene of workers including their dress and/ or misbehaviour by workers etc will lead to fine of Rs.3500/- on caterer for every instance.
13. Failure to maintain a proper healthy check-up of the workers will attract a fine of Rs. 4000/- per instance
14. For any rule stated in the agreement 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 fine will attract triple the initial amount of fine on the caterer
15. Absence of proprietor or his representative empowered to take decision from mess council meetings (which will be held once every month) on due invitation will attract a fine of Rs. 20000/-
16. As and when mess council proposes a fine, it will inform the representative of the caterer or mess manager and will be imposed with consent of the Wardens
17. 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 mess council with consent with the Wardens
18. Severity of hygiene failure shall be assessed and decided by the mess 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.

BRANDS OF CONSUMABLES PERMISSIBLE

Item	Brand
Salt	Tata, Annapurna, Nature fresh, Ashirvaad, 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, Kwalitiy, Warana (use of margarine or any other butter substitutes are prohibited)
Bread	Modern, Kwalitiy, 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, Everyday, Dynamix, Vadilal, Warana
Shrikhand	AmulWarana, Chitale
Frozen yogurt	Mother dairy
Cow Milk (Half Cream/non- toned)	Amul, Mother Dairy, Govardhan, Warana, Kwalitiy, Krishna
Paneer	Amul, Mother Dairy, Warana, Gowardhan
Tea	Brooke bond, Lipton, Tata, Tetley, Godrej, Tetley, Society, Hasmukhrai, Girnar, Kohinoor, Red label
Coffee	Nescafe, Bru, Tata, MR, Sunrise
Ice Cream	Amul, Mother Dairy, Kwalitiy 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	Ellora, Surti, Diamond, HMT, Royal, Donur, Kohinoor, India gate
Basmati Rice for special rice	Everyday, Daawat. Kohinoor, Charminar, Trophy, Golden Chaap/ Nurjahaan
Custard Powder	Brown & Polson

Sauce (Chilli, Garlic, Soya, Manchurian, Tomato)	Chings, Heinz, Maggi, Kissan , Sam's, Cremica, Tops
Toor Dal / Masoor Dal / Urad Dal /	Tata, India gate, MTR
Chana Dal	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
All non-Branded	As decided by the Mess committee

The caterer may use any other FPO Approved brands only if permitted by the Mess Council, in writing.

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR “CATERING CONTRACT” AT IIT GOA

Covering Letter to Accompany Technical Bid

[On the Letter head of the Bidder and to be put in a separate sealed cover along with DD for EMD of Rs.2,23,014/- and Tender Fee of Rs.1000/- (Non-refundable)]

FORM – I

FROM

Name & Address of the Bidder

TO

The Registrar
Indian Institute of Technology Goa
Goa College of Engineering Campus,
Farmagudi, Ponda -403401, Goa

Sirs,

1. Being duly authorized to represent and act on behalf of hereinafter called “The tenderer” and having reviewed and fully understood all the qualifying information provided, the undersigned hereby applies to be qualified under Cover – I for the Tender for “CATERING SERVICE” AT IIT Goa.
2. Attached to this letter are copies of original documents defining
 - a. The tenderer’s legal status
 - b. The Principal place of business and
 - c. The place of incorporation or the place of Registration
3. (i) This tender (Under Cover-I and Cover II) is made in the full understanding that contents of Cover-I will be subject to verification of all information submitted therein along with the tender and authorize IIT Goa or its authorized representative to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application

- (ii) We understand that the Employer reserves the right to,
 - (a) Amend the scope of tender and value of contract under this work
 - (b) Reject or accept any tender including the lowest, cancel the tender process and reject all tender
- (iii) We agree that the Employer will be liable for any such action and will be under no obligation to inform the tenderer of the grounds for such action

4. We certify that all the particulars furnished in our Bid are true and correct and based on documentary evidence. We understand that if any of the particulars is found to be false or misleading, IIT Goa has the right to summarily reject our bid at any stage and that our company is liable to be blacklisted/debarred by IIT Goa for at least 3 years
5. In the event of our being awarded the work, we undertake to remit the Security Deposit and execute the Contract with IIT within 10 (Ten) days from the date of issue of the Purchase Order failing which the Purchase Order may be cancelled and the EMD forfeited.
6. Our Price Bid is inclusive of all taxes, duties and charges and the price quoted shall be firm till the execution of the contract and for the extended period if any

Date: _____

Tenderer's Signature with Stamp

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR “CATERING CONTRACT” AT IIT GOA

FORM – II

Experience on Contract for similar works executed during the last 7 years) as per clause 2.1 of Qualification Criteria

Sl No	Name and Address of the Institution and Name of the Contact person and No.	Period of Contract	No. of students/ staff catered			Date of Commencement of the Contract	Date of Completion of the contract	Mode of proof enclosed
			Students	Staff	Total			

Note: Each item / contract listed under the above columns shall be supported by documentary evidence / Performance certificate issued by the competent authority in original or with a Xerox copy self-attested, subject to production of the originals when demanded.

DATE:

TENDERER’S SIGNATURE WITH STAMP

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR “CATERING CONTRACT” AT IIT GOA

FORM – III

Annual turnover data form Audited Balance sheet and Profit and loss Account of the firm for the last three-year shall be enclosed

The information supplied should be the annual turnover of the tenderer in terms of amount billed for each year of work in progress or completed.

Annual turnover data for the last 3 years is to be provided in the following format.

SL.NO	FINANCIAL YEAR	ANNUAL TURNOVER
1	2014-15	
2	2015-16	
3	2016-17	

(The latest Income Tax Returns, duly attested by the Tenderers Chartered Accountant, shall be attached)

DATE:

TENDERER’S SIGNATURE WITH STAMP

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR “CATERING CONTRACT” AT IIT GOA

FORM – IV

Whether the Bidder has been debarred or blacklisted by any Government Department/agency in the past 3 (three) years on account of fraudulent or corrupt practices or inefficient/ineffective performance?

Yes / No.

DATE:

TENDERER’S SIGNATURE WITH STAMP

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR “CATERING CONTRACT” AT IIT GOA

FORM – V

Personnel / Supervisors / Cooks / Labours proposed for the work

(Specify the experienced summary of the Key Personnel proposed to be employed for the work)

DATE:

TENDERER’S SIGNATURE WITH STAMP

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR “CATERING CONTRACT” AT IIT GOA
FORM – VI

Additional Information

Please add any further information that you consider to be relevant to the evaluation of your application for qualification. If you wish to attach any other documents, please list below:

DATE:

TENDERER’S SIGNATURE WITH STAMP



INDIAN INSTITUTE OF TECHNOLOGY GOA

Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR

“CATERING SERVICE”

IIT GOA CAMPUS

VOLUME – II PRICE BID

Last Date for Submission: 15.00 hrs on 14.08.2018

INDIAN INSTITUTE OF TECHNOLOGY GOA
Goa College of Engineering Campus, Farmagudi, Ponda -403401, Goa

TENDER FOR “CATERING SERVICE” AT IIT GOA
PRICE BID

[On the Letter head of the Bidder and to be put in separate sealed cover]

The composite rate per student/ participant for the menu indicated shall be (including all charges, **except GST**) as follows: -

Sl. No	Category	Rate (per day per student)
1	Breakfast	Rs.
2	Breakfast (Non-Vegetarian)	Rs.
3	Lunch (Vegetarian)	Rs.
4	Lunch (Non-Vegetarian)	Rs.
5	Tiffin (Vegetarian)	Rs.
6	Tiffin (Non-Vegetarian)	Rs.
7	Dinner (Vegetarian)	Rs.
8	Dinner (Non-Vegetarian)	Rs.

The above rates are quoted by fully understanding the nature of work at IIT Goa and as per the terms and conditions inclusive of all taxes, duties and charges including the period of extension, if any.

The bidder's will be evaluated based on the following criteria

- i. **Per day price quoted for vegetarian items** = **X**
(Breakfast + Lunch + Snacks + dinner) X 0.60
- ii. **Per day price quoted for non-vegetarian items** = **Y**
(Breakfast + Lunch + Snacks + dinner) X 0.40
- Total Value (X + Y)** = **Z**

The bidder whose 'Z' value is lowest will be awarded the contract

Date:
Place:

Office seal Name & Signature of
the authorized Representative