



भारतीय प्रौद्योगिकी संस्थान इन्दौर
सिमरोल, खंडवा रोड, इन्दौर, भारत, पिन - 453 552

Indian Institute of Technology Indore
Simrol, Khandwa Road, Indore, India, PIN - 453 552

Ph. : 0731-2438949 / 958
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Mail : mms@iiti.ac.in

IIT Indore

EOI No.: IITI(MM)/EOI/Canteen & Mess/2016-17

December 22, 2016

To
The Manager,
Canteen Service Provider

Sub: Expression of Interest (EOI) for Developing Infrastructure and Providing Catering/Canteen /Mess Services for Indian Institute of Technology, Indore (IITI)

Sir,

Indian Institute of Technology Indore (IITI) is a statutory body and one of premier Institutions of science & technical education under Ministry of Human Resource Development, Government of India. IITI is established through the Institute of Technology Act, 1961 and (Amendment) Act 2012 passed by the Parliament with an intent to impart education and undertake research, consultancy and other related services from Indore as part of Government of India's initiative and policy proposal to extend and expand the reach and horizon of science and technology education in the state of Madhya Pradesh.

Expression of Interest (EOI) for developing and providing Catering, Canteen/Mess Services to Indian Institute of Technology, Indore (IITI) as per enclosed document, is invited from leading Canteen Service Providers who are permitted to do business with Government, Government funded Educational and research Institutes, PSUs, Autonomous bodies in India.

For any other clarification/details, pre-bid meeting has been scheduled as well as you may talk to the Dy. Registrar (MM), if any. Offers in accordance with the EOI with relevant documents appended thereto will be considered and evaluated for further discussion and consideration. Offers not meeting the requirements may not be considered for further discussion.

Yours faithfully,

(CMA. Dr. Arun Subramanian)
Registrar

सी.एम.ए.डॉ. अरुन सुब्रमनियम
C.M.A. Dr. Arun Subramanian
कुलसचिव/Registrar
भारतीय प्रौद्योगिकी संस्थान इन्दौर
Indian Institute of Technology Indore



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EOI SCHEDULE

Proposal for Canteen /Mess services with three options:	i. Mess + canteen service ii. Mess service only iii. Canteen service only
Contract Period	The period of contract will be for One Year with a built-in scheme for review of the performance and extend the contract further.
Downloading of EOI	From December 22, 2016
EOI available at	http://www.iiti.ac.in/tender_mms.php
Submission of Queries for Prebid meeting	Up to December 28, 2016- 03.00PM(IST) (Format for Submission of Queries enclosed as Part III)
Prebid cum Presentations by Prospective bidders #	December 30, 2016- 03.00PM(IST)
Submission of Proposal*	January 10, 2017- 03.00PM(IST)
Opening of Proposal *	January 10, 2017- 03.30PM(IST)
Site Visit	Bidders may visit the institute premises with prior notice for inspection of the site before the due date of submission.

*Tentative date's subject to reschedule based on prebid meeting.

The broad parameters of the anticipated development by the Catering/Canteen/Mess Service Provider:

1.0 Scope of the Project: The Service Provider is expected to provide catering services to 300-400 persons in IITI Simrol Campus. The best suitable offer will be selected by the Institute.

1.1 IITI reserves the right to make necessary modifications, suggestions in the Lay out design and plan of the proposed contract.

1.2 After completion of the prescribed lease period the fixtures and accessories may be offered to the institutes to own/buy.

1.3 The Service Provider has to supply, install and Commission all the Equipments for Cooking, Storage and Service to fulfill the day to day requirement of approximately 400 people/Day as per the details enclosed at Annexure- I



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- 1.4 The Service Provider has to ensure supply and installation of all Gas, Electrical supply lines, Fume hood, Exhausts, ventilation with proper approval of the Safety agencies for Kitchen and Service area of the building including the external premises.
- 1.5 The Service Provider has to supply and install the Furniture and Fixtures in the Canteen/Mess building to ensure Services including additional furniture to meet special events.
- 1.6 The Service Providers has to keep sufficient Utensils, Vessels, Cutleries, Serving items, Aesthetic items(Curtains, Table covers, Displays, Boards etc.)
- 1.7 The Kitchen should be fully automated with confirming the highest and latest international standards of Cleanliness and hygiene with proper tools and accessories to ensure periodic cleaning, pest control, Green kitchen, Waste disposal, food grade storage etc.
- 1.8 The Cooking equipments must be purchased from certified and authorized agencies, Manufacturers with proper AMC, Warranty and agreement for supply of Spares, accessories and Services. In the event of exit of the canteen Service providers the ownership should be transferred to IITI for all practical purposes of usage, service, repair and disposal.
- 1.9 The Service Provider partner will be permitted to use the premises for operating a full fledge Canteen/mess to meet the needs of IITI and its community in the Campus of the Institute at Simrol, Indore for the entire range of services such as sale of additional food and beverages. A separate Sales counter may be operated for sale of items to visitors, guests at agreed rates. However, this facility should and must not affect the services to IITI community.
- 1.10 However, IITI may impose ban on some edible items such as fast food or any such item which in the assessment of the institute is considered Unhealthy or improper for IITI community consisting of the faculty, staff, students and visitors, guests and others

Special orders may be placed to provide Refreshment, meals etc . for various programmes, meetings and events in the institute for which rates may be negotiated and separate billing mechanism should be chalked out.
- 1.11 The Service provider must deploy enough manpower and systems at their cost and risk to integrate the Billing system with the Smart card system in operation at IITI for debit/credit of the bills for food articles by IITI community.

2.0 Services required for the Institute other than above would broadly include :

- i. Lease agreement for usage of the Canteen/Mess
- ii. Rent and electricity against payment of actual consumption.
- iii. Kitchen Equipments, Safety installations, Service areas and facilities



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- iv. Online Menu booking services etc.
 - v. Billing in integration with Smart card system of the institute campus.
 - vi. Event management related Canteen/Mess Services for the institute on need basis.
- The above mentioned are only indicative in nature. Bidders may indicate **Add on** services extended to similar institutions through a separate list.
 - Firm can display their sketches, drawings for proposed Canteen/mess during presentation.

3.0. **Exit plan:** The service contract on lease agreement basis will be finalized between the Service Provider and the institute. The contract may be severed on the following grounds:

- i. On completion of the Lease agreement period.
- ii. On mutual agreement between both parties during the contract period.
- iii. On ground of Non-compliance of the contractual obligations by the service provider with penalty provision.
- iv. On violation of the agreed norms of the institute.

4.0 **Dispute Resolutions:** A separate mechanism will be worked out to resolve issues of mutual concern between the Service Provider and the institute. For any dispute the decision of the institute will be binding. However, in case of disagreement the case may be referred to a Arbitrator appointed by IITI.

All disputes should be subjected to Indore jurisdiction only.



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Annexure-1/ Part I

INDIAN INSTITUTE OF TECHNOLOGY, INDORE

Expression of Interest (EOI) for developing and providing with Canteen/Mess Services to Indian Institute of Technology, Indore IITI)

1. Mess + canteen service :
2. Mess service only:
3. Canteen service only:
4. Rate list of Items Menu for Daily services and Special Services for Events/ Meetings etc. :
5. for Any other input from the Canteen Service Provider for Add on Services:

Please indicate your specific response against each items. Separate Sheets may be attached.



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Annexure 1 / Part II

Please indicate your specific response in the column provided below, along with supporting documents. Any additional chart of tariff or service charges or special services that you may like to include may also be enclosed separately.

Note:

1. All cost of the Design, Structure, Equipments, and fixtures, Inspection, Installation, and Commissioning etc. should be given separately with break ups.
2. Lease rates for Rent of the premises per Month basis.
3. All rates/charges for the Services should be enclosed separately otherwise will be treated as without any charge.
4. Taxes should be mentioned separately.
5. Any change in the terms of reference will be only with prior consent of the Institute.
6. Recurring expenses such as Electricity, Water, network line if any will be borne by the Service Provider against actual consumption

Registrar

IIT, Indore



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Part III

PRE-BID QUERY FORM

Sl. No	Reference of the Clause No. of the EOI	Query/Clarification/Deviation sought	Clarification/Response from IITI
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

