



भारतीय प्रौद्योगिकी संस्थान इंदौर  
**Indian Institute of Technology Indore**  
सिमरोल, खंडवा रोड़ इंदौर – 453552  
**Simrol, Khandwa Road, Indore- 453552**

## **E-PROCUREMENT MODE**

**Bidding Documents for**

### ***DINING AND CATERING SERVICES***

**Document to be submitted online  
For  
(Technical & Financial Bid as per Schedule of requirement)**



भारतीय प्रौद्योगिकी संस्थान इंदौर  
सिमरोल, खंडवा रोड इंदौर – 453552

Indian Institute of Technology Indore  
Simrol, Khandwa Road, Indore- 453552

Tel.: 0731-2438700 ext 949/958

Email: [mms@iiti.ac.in](mailto:mms@iiti.ac.in)

### TENDER DOCUMENT FOR E-PROCUREMENT

**Online Tenders** are invited by IIT Indore (in Two bid System) the process of selection of catering contractors for the Dining and Catering Services:

Sl. No.	Description of Stores	NIT No.	EMD (in INR) -
1.	Dining and Catering Services	1001	Rs. 1,50,000.00 (Rupees One Lakh Fifty Thousand Only)

**Online EMD Submission:** Bidder can submit their EMD online by visiting to the below link:

<https://www.onlinesbi.com/sbicollect/icollecthome.htm>

**SUBMISSION OF BIDS ONLINE IN TWO BID** <https://eprocure.gov.in/eprocure/app>

**\*NIT No.1001 should be mentioned for the purpose of EMD Submission and the Tender No. should be refereed for bid submission/communication etc.**


**Note:**

- Tender Documents with detail terms & conditions can be downloaded from our website: [http://www.iiti.ac.in/tender\\_mms.php](http://www.iiti.ac.in/tender_mms.php) & <https://eprocure.gov.in/eprocure/app>
- The pre-bid report will be uploaded on the website & CPPP and the same will be a part of the tender document.
- All the details/document pertaining to the tender such as tender document, pre-bid report, corrigendum and any further updates will be available only on our website and also at Central Public Procurement Portal.
- Bids/Quotations may be submitted directly by the OEM or their Authorized distributors/Dealers/Resell Agents/Channel Partners with proof of authorization.

IIT Indore shall not be responsible for non-receipt bid due to internet issues or any other reasons.

**For any issues related to tender please contact Material Management Section,**

**Tel: +91-0731-2438700 Ext 949/958 Email: [mms@iiti.ac.in](mailto:mms@iiti.ac.in)**

  
NILESH JADHAV  
In-charge (MM)

**In-charge (MM)**

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**FOR**

**Dining and Catering Services**

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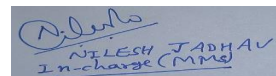
**CHAPTER- 1**  
**Schedule of Tendering:**

Sl. No.	Event	Date and Time/ Remarks
01	Down loading of Tender document online from CPPP	<b>From May 06, 2020</b> <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> & <a href="http://www.iiti.ac.in/tender_mms.php">http://www.iiti.ac.in/tender_mms.php</a>
02	Submission of Queries for Pre-bid meeting	<b>Upto May 26, 2020 (IST)</b> Format for Submission of Queries enclosed as Part VI
03	Pre-bid Report publication (Demonstration will be part of technical evaluation)	<b>May 29, 2020 02.00PM(IST)</b> Please refer tender Terms at IITI (Pre Bid Report will be finalized based on queries)
04	Bid Submission Start Date	<b>June 01, 2020</b>
05	Last date & Time of Submission of Bids Online (Technical and Price Bid)	<b>June 15, 2020 upto 03.00PM(IST)</b> Please refer tender Terms at IITI
06	Opening of Technical Bids Online	<b>June 16, 2020 at 03.30 PM, (IST)</b> Please refer tender Terms at IITI
07	All the communications with respect to the tender shall be addressed to:	<b>In- Charge (MMS), IIT Indore, Hub Building, Khandwa Road, Simrol, Indore- 453552 Tel.: 07324-306958</b>
08	Submission of Bid Online	<a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
09	<b>FOR TAKING ASSISTANCE, IF ANY</b>	CPP Portal website: <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> CPP Portal Help Desk Toll Free No.:18002337315, 180030702232

**CHAPTER- 2****INSTRUCTIONS TO THE TENDERERS**

The tender shall be submitted in accordance with these instructions and any tender not confirming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender and the contract.

1. For Online Bid Submission as per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>).The bidders are required to submit copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates.
2. More information useful for submitting the online bids on the CPP Portal is available/obtained at URL:<http://eprocure.gov.in/eprocure/app>
3. For Registration: Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
4. Foreign Bidders have to refer "DSC details for foreign Bidders" for Digital signature Certificates requirements which comes under Download Tab at <http://eprocure.gov.in/eprocure/app?page=Standard Bidding Documents &service=page> and the remaining part is same as above and below.
5. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulate any condition of his own, such conditional tender is liable to be rejected.
6. IITI reserves the right to reject any tender/bid wholly or partly without assigning any reason.
7. The Technical Committee constituted by the IITI shall have the right to verify the particulars furnished by the bidder independently.
8. Tenderer shall take into account all costs for Mess services as per champ- 6 of as giving delivery of at IIT Indore. In this regard no claim for any extra payment for any reason shall be entertained.
9. All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder.
10. Interested bidder may submit online bids for services along with all requisite documents and scanned copy of online EMD submission reference.
11. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document should and must be uploaded On-line <http://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
12. The bidders may submit duly filled and completed bidding document ONLINE as per instruction contained in the bidding documents. Incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in complete bid document.
13. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. The IITI reserves the right to accept or reject any or all the tenders.
14. The detailed instruction for online submissions of bid(s) through e-procurement module of Central Public Procurement of NIC, the bidder(s) may visit following link:-  
<http://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page>



NILESH JADHAV  
In-charge (MM)

**In-charge (MM)**

**CHAPTER – 3****LIST OF DOCUMENT TO BE UPLOADED WITH TECHNICAL BID**

1. The intending Tenderer, in case of **bidder shall upload a self-declaration on their letter-head as PDF file in Cover-I of e-tender**, along with the acceptance letter tender documents, confirming that they are regularly manufacturing, supplying, installing, testing & commissioning of the similar equipment.
2. The intending tenderer, in case of **Authorized Distributor/ Authorized Dealer shall possess valid authorized Distributorship /Dealership license**. The tenderer shall enclose the copy of the same as PDF file in Cover-I of the e-tender while submitting the tender.
3. The equipment shall be in compliance with the specifications mentioned in **Chapter-6** of the tender and shall be of the latest and least suitable offer. .
4. Any optional accessories/ tooling, besides the standard equipment recommended for the better performance of the equipment, if offered, be provided with their full technical details including their use and advantage in a separate sheet with the tender documents.
5. Please submit copy of **Income Tax Number, GST and copy of PAN with your offer**.
6. **The Bank/RTGS detail must** be submitted along with the quotations /Tenders on the letterhead.
7. **Registration details of the firm/Company should be attached with bid.**
8. **Order copies of similar items to be attached**
9. **Firm should submit online reference of EMD submission in the TECHNICAL BID.**
10. Detailed technical and commercial terms & conditions should be attached.
11. The tenderer is advised to attach any additional information about competence, which they think is necessary for their offer. No further information will be entertained after the bid is submitted, unless IITI calls for it.

## **CHAPTER - 4**

### **Instructions for Online Bid Submission**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>.

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of



each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

*Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload\ the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected. **The vendor/firm should fill the complete details as mentioned in BOQ and exclusion of any cell of BOQ (Financial bid), the cost will be treated as inclusive of GST and other charges as mentioned in the BOQ column.**
- 4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.



- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

### **GENERAL INSTRUCTIONS TO THE BIDDERS**

- 1) The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.
- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
- 3) Tenderer are advised to follow the instructions provided in the "Instructions to the Tenderer" for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>

### **Online Bid Form**

The bidder shall complete the online bid form and the appropriate price schedule furnished in the online bidding documents, indicating, inter alia for the goods to be supplied, a brief description of the goods, their country of origin, quantity and prices.

### **Online Bid prices**

The Bidder shall indicate on the Price Schedule the unit price and total bid prices of the goods it proposes to supply under the Contract. To this end, the Bidders are allowed the option to submit the online bids for any one or more schedule specified in the "Schedule of Requirement" and to offer discounts for combined schedules. However, Bidders shall quote for the complete requirement of goods and services specified under each schedule on a single responsibility basis, failing which such bids (for the schedule in question) will not be taken into account for evaluation and will not be considered for award.

Prices indicated in the online price schedule shall be entered separately in the following manner.

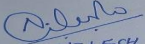
#### **I. For goods offered from within India:**

- a. The price service of the goods should be quoted along with GST as applicable after referring the attached GST Notification.

- b. Any sales or other taxes/duties should be clearly mentioned, which will be payable on the goods in India if the contract is awarded.
  - c. Any element of cost, taxes, duties levies etc. not specifically indicated in the online bid, shall not be paid by the purchaser. **If GST amount is not quoted in the BOQ (Financial Bid), the total cost will be treated as inclusive of GST. No further communication will be entertained later or else the EMD will be forfeited.**
- II. **Bid currencies** : For domestic goods prices shall be quoted in Indian rupees only. Commission for Indian Agent, if payable, shall also be quoted in Indian Rupees only.
- III. **Period of validity of online bids:** Online Bids shall remain valid for acceptance for 180 days after the date of bid submission.

**Proof of EMD submission must be attached to the Techno-Commercial Bid Only and NOT to the Price Bid. Bids received without EMD will be rejected.**

**Note** – Non-compliance of the above may disqualify your offer for consideration.



NILESH JADHAV  
In-charge (MM)

**In-charge (MM)**

## **CHAPTER- 5**

### **GENERAL TERMS AND CONDITIONS**

1. **Delivery of Tender: Two- Bid through Online Mode.** IIT Indore reserves the right to ignore any tender who fails to comply with the above instructions without giving any notice. **All the documents as mentioned in Chapter 03 should be attached with Technical Bid.**
2. **Bid Security (EMD):** Earnest Money Deposit (EMD / Bid Security (BS) has to be submitted by bidders except those who are registered with:-
  - (i) **Micro and Small Enterprises (MSEs)**
  - (ii) **Central Purchase Organization (CPO)**
  - (iii) **Concerned Ministry / Department.**
  - (iv) **Startups as recognized by Department of Industrial Policy & Promotion (DIPP).**
  - In such case, copy of the certificate showing registration with the abovementioned institutions to be uploaded in Cover-I of the e-tender in PDF format.
  - In case the unit is not covered as above, the EMD should be submitted online via <https://www.onlinesbi.com/sbicollect/collecthome.htm> and the payment reference should be attached in PDF with Cover I.
  - The EMD will be returned to the unsuccessful bidders after the orders are placed with the successful bidder.
  - The EMD will be forfeited if the bidder fails to accept the order based on his/her offer/bid or fails to supply the items.
  - No interest will be payable by the Purchaser on the Earnest Money Deposit. **The earnest money of all the unsuccessful tenderers will be returned to them after finalization of order or immediately after completion of validity of the bid.** The Earnest Money of successful bidder shall be returned on receipt of Performance Security. If the successful bidder fails to furnish the performance security or fails to supply the item as per Purchase Order (PO) terms and conditions within stipulated period, the earnest money shall be liable to be forfeited by IIT Indore
2. **Period for which the offer will remain opened:**
  - a. Firms tendering should note the period for which it is desired that their offers should remain open for acceptance.
  - b. Quotations qualified by such vague and indefinite expressions such as "subject to immediate acceptance", "subject to prior sale", etc. will not be considered.
3. **Opening of Tenders:** Online tender opening as specified in schedule of requirement. The received bid will be opened online, and it will be evaluated by a technical committee which will decide the suitability as per our specification and requirement. The financial offer/bid will be opened only for the offer/bid which submits all the required necessary documents and verified by the technical committee as technically qualified bidder as per Tender.
  - a) **Award Criteria:** *The Purchaser will award the contract to the successful Bidder whose bid has been determined to be substantially responsive, technically qualified and has been determined to be the lowest responsive evaluated bid.*
  - b) **Purchaser's Right to vary Quantities at Time of Award:** *The Purchaser reserves the right at the time of Contract award to increase or decrease the quantity of goods and services originally specified in the tender without any*

*change in unit price or other terms and conditions. The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract.*

- c) **Notification of Award:** *Prior to the expiration of the period of bid validity, the Purchaser will notify the successful bidder in writing by registered letter or e-mail that the bid has been accepted by way of a Purchase Order.*
4. **Place of Service & Schedule:** IIT Indore, Khandwa Road, Simrol, Indore – 453552 and should be delivered within schedule.
5. **Right of Acceptance:** This office does not pledge itself and reserves to itself the right of accepting the whole or any part of the tender or portion of the quantity offered and the firm shall supply the same at the rate quoted. The firm shall be at liberty to tender for the whole or any portion or to state in the tender that the rate quoted shall apply only if the entire quantity is taken from the firm.
6. Items supplied are subject to inspection and acceptance and the supplier should collect/ replace the rejected items at his cost and risk.
7. **No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by this office after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the quotations invalid and the firm is liable to be blacklisted.**
8. **IITI reserves the right to call for techno-commercial/price negotiations. The company should depute competent representative for such discussion/negotiations whenever called for and he shall be competent to take on the spot decisions.**
9. IITI does not bind itself to accept the lowest or any tender and may cancel / withdraw the tender without assigning any reason and no claim whatsoever, for any reason arising out of such action, will be entertained by IITI.
10. **Liquidated Damages:** - As Time is the essence of an order, the date of delivery should be strictly adhered to, otherwise the delivery in full or in part may not be accepted and penalty for late delivery will be imposed @ 0.5% (Half Percent) per week subject to a maximum of 10% of the total value of supply order & beyond 10% subject to approval of IITI. In case of delay in installation and Commissioning, Inspection, Certification etc. also the same rate of penalty shall be leviable.
11. **Force Majeure:** Neither the contractor nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this control caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.
12. The firm may give any of their commercial term, if required, in their techno-commercial offer only, and price quotation should contain only price.
13. Please inform the IITI in writing whether the owner of the firm or any of their partners/employees has close relations working with IIT Indore. This is for record only.
14. **IITI reserves the right to modify/alter/Insertion or deletion on any part of the tender document to ensure fulfillment of its service requirement at any stage.**

- 15.** The instructions about bidding given in this advertisement and the Tender Documents should be read thoroughly before bidding. IIT Indore reserves the right to accept or reject any or all quotations at any stage without assigning any reason whatsoever it may be.
- 16. Cancellation:** IIT- Indore reserves the right to accept or reject or cancel any or all enquiries or quotations at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, No compensation will be paid towards progress of order/procurement.
- 17. Governing Law:** The order placed will be contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Indore, India to competent jurisdiction.
- 18.** For any dispute, the place of jurisdiction shall be Indore, India only.

**CHAPTER- 6**  
**TECHNICAL BID**

(Bidder should submit compliance matrix along with Technical Bid)

Item details and technical terms &amp; conditions as mentioned below:

Sl. No.	Item	Details	Qty.*	Com plian ce Yes/ No	Deviations, if any
01	Dining and Catering Services (Breakfast, Lunch, Dinner)  Details as mentioned below:		2000 Nos.		

**1.1 DINING AND CATERING SERVICES CONTRACT AT IIT INDORE – TERMS & CONDITIONS**

The Institute is looking for multiple caterers simultaneously, preferably four in numbers, to cater for the dining services facility. The facility should include kitchen and dining hall. The important terms and conditions are as follows:

1. The Contract Agreement would be for a period of one year initially and may be renewed subsequently for a further period, subject to satisfactory performance and mutually agreed terms and conditions.
2. Refundable interest free bank guarantee of ₹10 lakhs from scheduled nationalized bank to be submitted by the catering contractor.
3. Menu would be decided by the Institute Officials and/ or Students' Gymkhana and weekly menu should be displayed in the mess area and website.
4. Mess timing, menu and price would be determined by the Institute Officials and/ or Students' Gymkhana and displayed distinctly in the dining area and website.
5. Institute would reserve the right to check on cleanliness and upkeep of premises and quality of provision and food.
6. Caterers to maintain an online app which would provide information on the menu of the day, number of students dined, feedback record keeping, price and any other relevant information.
7. It is mandatory for the Contractor to attend all officials meeting of the mess committee whenever called, failing which action may be initiated which may include penalty.
8. Major civil and electrical works will be done by the Institute. However, complaint for the same is to be raised by the Contractor through proper channel.
9. Caterer should have minimum five years' experience in the hotel/ catering business.
10. Should have executed minimum two contract of running canteens of similar nature and strength in the last three years in any Private/ Government/ MNC Organization.
11. Institute is free to hire any number of agencies for providing dining services.
12. All payments are to be done through online mode and no cash in any circumstance should be accepted.
13. Following responsibilities of the Catering Contractor are to be carried out through their own resources:
  - (a) Possession of FSSAI license.
  - (b) Pay water and electricity charges every month as per actuals.
  - (c) Minor maintenance job such as replacement of light bulbs, tube light etc.
  - (d) Procurement of kitchen equipment, service counters, cooking utensils, crockery, cutlery etc.
  - (e) Providing Plates, Glasses, Bowls, Spoons and any other utensils for the students/ dining members.
  - (f) Maintenance of kitchen equipment.
  - (g) Upkeep and maintenance of furniture placed in the Dining Hall.
  - (h) Cleaning of premises, utensils, cutlery and crockery, kitchen and other equipment, furniture and consumables.
  - (i) Procurement of gas, high quality provisions and other consumables as approved by the Institute.



- (j) Engaging of required staff, providing uniforms etc. with prior approval of Institute.
  - (k) Security of premises, equipment, fittings and fixtures, furniture etc.
  - (l) Conform to Labour laws and adhere to provisions of the Provident Fund Act, Minimum Wages Act, ESI and all other such Acts which are applicable.
  - (m) Waste Management as per the existing policy of the Institute.
14. Documents to be accompanied with the Tender:
- (a) Copy of latest audited Balance Sheet.
  - (b) Annual Turnover of the agency from Catering Services for the previous two financial years
  - (c) Details of Permanent Account Number of the firm/proprietor/partner issued by the income tax authorities.
  - (d) List of clients of your company/ agency to whom Catering Services are provided.
15. In the event of award of the contract, the contractor should register himself with the Regional Labour Commissioner, Indore as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.
16. The general structure of the menu to be served at the Institute is placed at Annexure 1.
17. The rules pertaining to daily function of the mess is placed at Annexure 2.
18. The details of menu on daily basis is placed at Annexure 3.
19. The penalties for violation of rules and terms & conditions is placed at Annexure 4.
20. The brands of consumables permissible in mess is placed at Annexure 5.
21. Rebate Policy: Student not eating for at least one week and not more than 03 weeks will get 80% rebate of the price of the food for the duration of leave.
22. Payment Policy: The billing cycle will be from 25<sup>th</sup> of a month to 24<sup>th</sup> of the following month. Student needs to purchase monthly coupon / passes. The payment to the caterer would be made by the Institute within 15 days on submission of the proper bills.
23. Short term courses policy: Caterers will be responsible for arranging dining facility for all short-term courses/ events conducted by the Institute.
24. Semester Break Policy: During semester break, no payment will be made. Students staying in the Institute and opting for dining facility will pay for the services availed as followed during academic session.
25. Monthly passes / coupons is not mandatory for faculties, guests, interns and visitors.

**The bidder should submit his acceptance against each column as YES/NO and if No, bidder should specify the deviation.**

**(Signature of the Bidder, with Official Seal)**

**CONDITIONS FOR TECHNO-COMMERCIAL BIDS****TECHNICAL**

1. Give brief description of Mess Food Catering service being offered is to be provided in case specifications offered are different, separate comparative offer specifications sheet shall be attached with details such as service offer, special condition and offered deviations if any, and remarks. Any product brief, test certificates available may be enclosed.
2. Any optional, if offered, be provided with their full technical details including their use and advantage.

**COMMERCIAL**

1. **Payment:** The billing cycle will be from 25<sup>th</sup> of a month to 24<sup>th</sup> of the following month. Student needs to purchase monthly coupon / passes. The payment to the caterer would be made by the Institute within 15 days on submission of the proper bills. The payment will be released through wire transfer/bank RTGS transfer. The payment will be released after statutory deductions. For the payment, the firm has to Joint Registrar (MM), IIT Indore. The payment will be released within 30 days after receiving of the bills as mentioned above and from the date of received, tested and found satisfactory with regard to quality, quantity and specifications ordered.
2. **No price hike will be provided to Caterer for any reason during the entire duration of the Tender Contract, except Government imposed additional taxes applicable.**
3. Services desired is within **AS MENTIONED IN CHAPTER 6** from the date of releasing the supply order. Policy document should be delivered only on working days (Monday to Friday) during office Hours only i.e. between 10.00am to 04.00pm.
4. In case of delayed supplies, liquidated damages at the rate of **0.5 percent per week** of delay with a maximum of **10 percent** of contract/order value will be levied.
5. The firm has to submit a **performance security** of Rs. 10 Lakhs to be submitted from an Indian Scheduled Bank before release of payment in the form bank guarantee valid for 2 months beyond the Contract period. No interest will be payable by the Purchaser on the Performance Security deposited. In case supplier fails to provide satisfactory after sale service within the warranty period, the Performance Security submitted by the firm is liable to be forfeited. **PBG format Attached As Chapter -10.**
6. Please note clearly that faxed, mailed and opened quotations are liable to be rejected.

(Signature of the Bidder, with Official Seal)

**CHAPTER- 7****PRICE BID**

PRICE BID - Schedule of price bid in the form of BOQ format:

1. The below mentioned Financial Proposal/Commercial bid format is provided as BoQ along with this tender document at <https://eprocure.gov.in/eprocure/app>
2. **Bidders are advised to download this BoQ.xls** as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.
3. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD shall be forfeited.
4. Any element of cost, taxes, duties levies etc. not specifically indicated in the BOQ, shall not be paid by the purchaser. **If GST amount is not quoted in the BOQ (Financial Bid), the total cost will be treated as inclusive of GST. No further communication will be entertained later or else the EMD will be forfeited.**
5. The tender shall remain valid for acceptance for **180 days**, from the date of tender opening.

**OTHER CONDITIONS FOR PRICE BIDS**

1. No unilateral revision in price will be admissible.
2. INCOTERMS (in case of imported item) should be clearly mentioned on the bid
3. Rates should be quoted in the accounting units (A/U) mentioned in this tender. Rates must be quoted clearly on free delivery basis at IIT Indore and total value is also indicated in words.
4. Any optional indicated in techno-commercial bids must be priced separately.
5. In case spares/accessories are applicable, their list and price should be clearly indicated separately.
6. The price must be stated for each item separately. The percentage of reduction, in the unit price should also be quoted, should an order to that extent be placed with you.

**Signature of the Tenderer**

**Name of the Firm:**

**Contact No.:**

**Email:**

**Seal:**

**CHAPTER- 8****TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)**

To, \_\_\_\_\_

**Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No:** \_\_\_\_\_**Name of Tender / Work: -** \_\_\_\_\_**Dear Sir,**

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: \_\_\_\_\_ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We do hereby declare that we have quoted our firm rates inclusive of taxes if not mentioned extra.
7. I/We agree to hold this offer open until **180 days** and shall be bound to supply/commission/install the equipment and dispatch the same within the specified period.
8. I/We agree to supply and commission/install the equipment and complete the whole of the work and hand over to the purchaser within the stipulated period, after receipt of intimation regarding acceptance of this tender/receipt of supply/service order.
9. **I/We agree that in case if we fail to deliver the goods/complete the work within the specified period, then institute shall be liable to claim liquidated damages from me/us by invoking EMD.**
10. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

**Yours Faithfully,****(Signature of the Bidder, with Official Seal)**

**CHAPTER- 9**  
**PRE-BID QUERY FORM**

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

**CHAPTER- 10**  
**PERFORMANCE SECURITY FORMAT**

To,

.....

**WHEREAS** ..... (name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no. .... dated ..... to supply (description of goods and services) (herein after called "the contract").

**AND WHEREAS** it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

**AND WHEREAS** we have agreed to give the supplier such a bank guarantee:

**NOW THEREFORE** we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of ..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We further undertake to pay the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the supplier(s)/vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the supplier(s)/vendor(s) shall have no claim against us for making such payment.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ..... day of ....., 20.....

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch

Phone No., Fax No. & e-mail id.

**Annexure 1****General Structure of Dining menu at IIT Indore****Breakfast**(The item menu is provisional)

- (a) Upma + Chutney/ Poha/ Idli/ Puri-Bhaji/ Onion Uttapam/ Alu Paratha/ Methi Paratha etc **OR** 4 Slices of Toasted Bread with Butter & Jam.
- (b) One Glass (200 ml) of milk with cornflakes or Bournvita/ Complan **OR** Double Omlette **OR** 2 Boiled Eggs or fruit
- (c) Unlimited Tea & Coffee.

**Lunch**(The item menu is provisional):

- (a) Unlimited Rice & Chapatti (with and without Ghee), unlimited Dal or Sambar, one unlimited Curry (details given at Annexure 3)
- (b) Unlimited Salad consisting of lime and any three of the following: Onion, Cucumber, Tomato, Carrot, Beetroot, Cabbage and Daikon.
- (c) One bowl of curd/ Raita/ One glass Lassi
- (d) Papad and pickle. (Only the curry and Dal or Sambhar dish is mentioned in at Annexure 3)

**Dinner**(The item menu is provisional):

- (a) Unlimited Rice & Chapatti (with & without Ghee), Unlimited Dal or Sambar, One unlimited curry details given at Annexure 3)
- (b) Unlimited Salad consisting of lime and any three of the following: Onion, Cucumber, Tomato, Carrot, Beetroot, Cabbage and Daikon.
- (c) Sweet Dish (details given at Annexure 3)
- (d) One serving of Fruits (bananas, mango, apple, watermelon, pineapple, papaya pears. grapes, orange etc) with at least 4 varieties a week.

In addition, following items are always to be provided by the contractor:

- (a) Salt, Pepper, Sugar, Pickle, Saunf, Mishri separately.
- (b) Paper Napkins
- (c) Good quality toothpicks (wooden)
- (d) Water, to be served in the table (Dining)

***Food safety, hygiene at every stage i.e. sourcing of raw materials, Processing, Serving and Cleaning including Waste management as per Institute standards are part of the Service contract. Statutory certification, clearance of safety of all manpower engaged and Users are of paramount importance and must be ensured without fail by the Service contractor.***



**Annexure 2****Rules pertaining to daily functioning of the mess**

1. Following Mess Timings are to be strictly adhered to:

*Breakfast	-	07:00 am to 09:45 am
*Lunch	-	12.00 pm to 02:30 pm
*Dinner	-	07:00 pm to 09:30 pm

Note: \* Timing can be revised by the Dining Committee

2. Paneer is to be served at least twice a week or more in accordance with the decided menu.
3. Curd or Raita will be served on all days. Coconut chutney will be served with all the south Indian dishes (like Idli, Dosa, Uttappa etc)
4. Proper Bengali sweets like Rasgulla will be served atleast 3 times a week. The other days Kheer, Custard etc may be provided.
5. Unlimited butter is to be provided, wherever applicable.
6. Boiled/ Jain Food will be served separately in the counter.
7. Minimum 2 counters should always be operational during the mess timings.
8. Menu as decided by the mess committee will be strictly followed. Menu can be revised in consultation with mess Committee only.
9. Coupons for guest meals, will be sold (given) to the customer either based on student writing for it in the register maintained or against payment for the same to the caterers.
10. Caterers will make sure the freshness of perishable items.
11. Caterers will make sure students should not stand in queue for more than 10-15 mins.
12. Payment will be done on production of the bills within 15 days
13. Non messing is to be allowed with the following rules:
  - A Person can join the mess at any time, he/she will have to continue for at least one month. (One billing cycle)
  - A Person will have to continue messing till the end of the month if he/she wishes to end it.
  - The caterers will be informed about non-messing by the 25th of the preceding month.

**Annexure 3****DETAILS OF MENU ON DAILY BASIS**

Sr. No.	Day	Breakfast	Lunch	Dinner
1.	Monday	Upma with Chutney	Alu Mutter, Masur Dal	Mutter Paneer, Moong Dal, Banana
2.	Tuesday	Poha and lime	Ussal, Sprouted, Kadi Pakora	Veg-Biriyani, Bhindi-DoPayza, Tuar Dal, Semiya Payasam Pineapple Slice
3.	Wednesday	Idli with Chutney	Cabbage Mutter, Dal Fry, Raita	Razma Masala, Masoor Dal, Sheera, Banana
4.	Thursday	Puri Bhaji	Soyabean Manchurian, Dal Makhani, Sweet Lassi (300ml)	Paneer Kadai/Shahi Paneer/Paneer Makhanwala/Paneer Burji, Masur Dal, Seasonal Fruit & Rasgulla
5.	Friday	Onion Uttapam, Coconut Chatni, Sambhar	Alu Gobi, Sambhar Curd	Chole, Puri, Tomato Rice, Dal, Boondi Raita, Rice Kheer, Banana
6.	Saturday	Alu Paratha, Curd,	Dum Alu, Tuar Dal, Curd	Mix-Veg Dry, Jeera Rice, Papaya/Guava & Jalebi
7.	Sunday	Methi paratha with Curd, Pickle & Tomato sauce	White Pumpkin Kofta, Dum Biriyani, Dal Tadka, Tandoor Salad, One Bowl Fruit Custard Curd	Veg Fried Rice, Veg Manchurian, Veg Soup, Veg-Noodles, Gulab Jamun & One Fruit

**Annexure 4****PENALTIES FOR VIOLATION OF RULES, TERMS AND CONDITIONS**

1. For any violation of rules stated in the agreement, the penalty policy will be as follows:

- First violation of the rule will invite fine as per the rule.
- Second violation of the same rule in the same calendar month will attract triple the initial amount of fine.
- All subsequent violations of the same rule would invite five times the initial amount of fine.

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

<b><u>Discrepancy</u></b>	<b><u>Penalty</u></b>
Unavailability of complaint register on the counter/ discouraging writing complaint	Fine of ₹5,000/-
Complaint of insects found in any meal	Fine of ₹20,000/-
3 or more complaints of insects found in any meal	Termination of Contract
Complaints of unclean utensils	Fine of ₹10,000/-
10 or more complaints of unclean utensils	Termination of Contract
Improper cooking of meals	Fine of ₹5,000/-
Finishing of food before the mess timings	Fine of ₹5,000/-
Changes in menu without permission of Mess Committee	Fine of ₹10,000/-
Improper personal hygiene of workers, kitchen area, dining area etc.	Fine of ₹10,000/-
Absence of proprietor from mess council meeting	Fine of ₹20,000/-
Non-compliance of mess timings	Fine of ₹10,000/-
Accepting cash	Fine of ₹10,000/-

3. The Institute is free to decide on the quantum of the penalty for offences not mentioned above:

**Annexure 5****BRANDS OF CONSUMABLES PERMISSIBLE IN MESS**

<b><u>Item</u></b>	<b><u>Brand</u></b>
Salt	Tata, Annapurna, Nature Fresh
Spices	M.D.H Masala, Badshah, Everest, Ashok, Patanjali
Chicken	Venky's Chicken, Godrej Real Good
Ketchup	Maggi, Kissan, Heinz
Oil (Sunflower)	Fortune, Dhara, Gulab, Patanjali
Pickle	Mother's or Prvin or Priya or bedekar or Nilon's
Atta	Ashirvad, Pillsbury, Annapurna, Patanjali
Instant Noodles	Maggi, Nissan, Patanjali
Flavoured fruit	Rasna, Mapro, Patanjali,
Papad	Lijjat, Mothers, Patanjali
Butter	Amul, Britannia, Mother Dairy
Bread	Modern, Kwalitiy, Wibs
Jam	Kissan, Maggi
Ghee	Amul, Anik, Nestle, Patanjali, Govardhan
Srikhand	Amul, Sanchi
Cow Milk	Mahananda, amul, mother Dairy (without water)
Paneer	Amul, Govardhan, Sanchi
Tea	Brooke Bond, Lipton, TATA
Coffee	Nescafe, Classic, TATA

**The brands are indicative in terms of Quality and may change by the institute at any point of time during the contract in case of safety or quality paramers. The contractor may use any other brands, only if permitted by the Institute Mess Council, in writing.**