



Indian Institute of Technology Jodhpur

**Notice Inviting Tender
for running Fixed Menu-rate Mess Services at Non-Veg Mess at IIT Jodhpur Campus**

NIT No: IITJ/SPS/I/C/2025-26/Hostel/03 dated 11/06/2025

**Office of Stores & Purchase
IIT Jodhpur, Institute Building (East), NH-62, Nagaur Road, Karwar, Jodhpur-342030,
Rajasthan
Phone: 0291 2801 101/ 1105, Email: sps@iitj.ac.in**

Name of Organization	Indian Institute of Technology Jodhpur
Tender Notice No.	IITJ/SPS/I/C/2025-26/Hostel/03 dated 11/06/2025
NIT/ Type (Open/Limited//Auction/Single)	Open
Tender Category (Services/Goods)	Services
Type of Contract	Services
Service Category	NIT for running fixed menu-rate mess services at Non-Veg Mess at IIT Jodhpur Campus
Is Multi Currency Allowed	No
Date of Issue/Publishing	11/06/2025
Document Download/Sale Start Date	11/06/2025
Document Download/Sale End Date	02/07/2025
Last Date and Time for Uploading of Bids	02/07/2025
Date and Time of Opening of Technical Bids	03/07/2025
No. of Covers (1/2/3/4)	02
Bid Validity days (180/120/90/60/30)	180 days
Period of Service Contract	01 Year
The Fixed Rate For The Menu (excluding gst) Per Day Per Student	₹180/-
EMD	₹ 20,41,200/-
Address for Communication	Office of Stores & Purchase, Institute Building (East), IIT Jodhpur, NH-62, Nagaur Road, Karwar, Jodhpur- 342030
Contact No.	0291-2801 101/ 0291-2801 105
Email Address for Correspondence	sps@iitj.ac.in

General

Indian Institute of Technology Jodhpur (hereinafter referred to as the “Institute”), an Educational Institute of National Importance, invites NIT online from experienced and reliable service provider for running fixed menu-rate mess services at Non-Veg Mess at IIT Jodhpur Campus as per the Food menu and Kitchen space area given in the Tender.

Any term or condition of the tender document may be changed by notifying the same on the CPP Portal before the closing date for submission of Tenders. However, in case of any such change being affected, the date/time for submission of tender would be adequately enhanced to enable the interested parties taking into account the necessary changes, if deemed necessary. As such, all the parties interested in submitting the tender should keep watching the CPP Portal website in this regard.

No Oral statements/written statements made by the Service provider / after the submission of the tender shall be considered.

All offers should be made in English. Tender document can be downloaded from the CPP Portal (<http://eprocure.gov.in/eprocure/app>) & Institute website <http://www.iitj.ac.in/tender/s/index.php?id=services>. The service provider are requested to read the tender document carefully and ensure compliance with all scope of work/instructions herein. Non-compliance with scope of work/instructions in this document may disqualify the service provider from the tender. The Director, IIT Jodhpur reserves the right to select the item (in single or multiple units) or to reject any quotation wholly or partly. Incomplete tender, amendments and additions to tender after opening or late tender are liable to be ignored and rejected.

1. Instructions for Online Bid Submission:

1.1. There are various search options built in the CPP Portal, to facilitate service provider to search active tender by several parameters. These parameters could include TenderID, organization name, location, date, value, etc. There is also an option of advanced search for tender, wherein the service provider / may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender publishing on the CPP Portal.

1.2. Service providers should take into account any corrigendum published on the tender document before submitting their bids.

1.3. Service provider will 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.

1.4. The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the service providers are required to upload all the documents in .pdf format. Technical details should be submitted in the CPP portal.

1.5. 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 <http://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”.

1.6. The Institute will not be responsible for any type of technical issue regarding uploading of Tender document etc. on website.

2. SEARCHING FOR TENDER/ DOCUMENTS

2.1. Once the service provider have selected the tender they are interested in, they may download the required documents / tender/ schedules. These tender can be moved to the respective ‘My Tender’ folder. This would enable the CPP Portal to intimate the service provider / through SMS / e-mail in case there is any corrigendum issued to the tender document.

2.2. The service provider 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.

3. PREPARATION OF BIDS

3.1. Service provider, in advance, should get ready the bid documents to be submitted as indicated in the tender and generally, they can be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.

3.2. 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 service provider. Service provider / s can use “My Space” are 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.

4. SUBMISSION OF BIDS

4.1. Service provider / should log into the CPP Portal well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Service provider / will be responsible for any delay due to other issues.

4.2. The service provider / has to digitally sign and upload the required bid documents one by one as indicated in the tender/ document.

4.3. The server time (which is displayed on the service provider / s’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the service provider / s, opening of bids etc.

The service provider / s should follow this time during bid submission.

4.4. The uploaded tender/ documents become readable only after the tender/ opening by the authorized bid openers.

4.5. Upon the successful and timely submission of bids, 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.

4.6. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

5. ASSISTANCE TO SERVICE PROVIDER

5.1. 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/.

5.2. 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. The contact number for the helpdesk is 0120-4200462, 0120-4001002, 0120-4001005, 0120- 6277787.

5.3. related documents should be submitted in PDF format.

5.4. Kindly add scanned PDF of all relevant documents in a single PDF file like, Registration Certificate, Valid Food License, Labour license etc.

5.5. The related documents should be submitted online through portal <http://eprocure.gov.in/eprocure/app>.

5.6. The printed literature giving full technical details should be included with the technical bid to verify the scope of work quoted in the tender/. The service provider / s should submit copies of suitable documents in support of their reputation, credentials and past performance in .pdf format.

5.7. Amendment of Bidding Documents: At any time prior to the deadline for submission of bids, IIT JODHPUR may, for any reason, whether on its own initiative or in response to the clarification request by a prospective SERVICE PROVIDER / may modify the bid document. All prospective SERVICE PROVIDER / s who have downloaded the bidding document may visit IIT JODHPUR website: <https://eprocure.gov.in/eprocure/app> for amendments /modifications which will be binding on them.

5.8. The technical offer should not contain any price information. Please do not insert 'Financial Bid' (prices quoted) in the technical bid envelope. If the price quoted is submitted with technical bid the tender/ will be rejected.

6. Terms of the Evaluation Committee

6.1 On the opening date, the bids shall be opened and referred to the Evaluation Committee which is duly constituted by the Director, IIT Jodhpur. The Committee will go through the Eligibility criteria and Pre-qualification criteria of the tender and recommend short listed firms. The recommendation of the Committee is final and binding on all the parties.

6.2 The PFC may visit the service provider's site to assess the capabilities to serve towards the tender services as per the scope of work.

6.3 The PFC will examine all the above criteria and may seek additional information from the existing users at IIT Jodhpur or from other Institutes.

6.4 After the evaluation is completed and approved, IIT Jodhpur shall inform to the SERVICE PROVIDER whose bids have been rejected technically with the reasons for rejection on e-Procurement Portal (<https://eprocure.gov.in/eprocure/app>).

6.5 The purpose of obtaining tenders is to evaluate all the firms on their willingness and to assess the capacity to provide the subject services with reference to the tender scope of work, performance of similar services elsewhere, and obtaining users views with reference to the earlier supplies. This will enable the PFC to arrive at a fair recommendation in the interest of the organization.

6.6 In the event of seeking any clarification from various SERVICE PROVIDER by IIT Jodhpur, the SERVICE PROVIDER are required to furnish only clarifications that are asked for. In case a SERVICE PROVIDER fails to provide a particular item mentioned in the fixed menu, it will be considered non-compliance and hence such a bid will not be considered for further evaluation. Further during this process if any SERVICE PROVIDER indicates the quoted price during the clarification such bids also will not be considered for further evaluation.

7. Earnest Money Deposit (EMD): The service provider will upload the Scanned copy of receipt of deposition of Earnest Money Deposit (EMD) of ₹ 20,41,200/- (Rupees Twenty Lakh and Forty One Thousand Two Hundred only) in favour of The Director, I.I.T. Jodhpur in the form of Bank Guarantee, Fixed Deposit or Demand Draft of a scheduled bank in the name of Director, IIT Jodhpur valid for 180 days from the date of opening of the tender. The EMD will be Refundable without interest. Bids without EMD shall not be considered. The service provider will upload scanned copy of the receipt of deposition of Earnest Money & will also submit an undertaking for submission of original EMD on firm's letterhead, duly sealed & signed by the authorized person of the firm. However, in addition to the above as per *Rule 170 of GFR---* "*Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)*" *are exempt from submission of EMD (Bid security), but the firm has to submit valid MSME registration documents for exemption in EMD.*

8 EVALUATION CRITERIA: Evaluation of the tender will be based on the strict compliance of the ELIGIBILITY CRITERIA

8.1 Even though any service provider satisfies the requirements, he/she would be liable to disqualification if he/she has:

- (i) made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the eligibility criteria document.
- (ii) track record of poor performance such as abandoning work, not properly completing the contract, or financial failures/weaknesses etc.

8.2 The Director, IIT Jodhpur reserves the right to accept the offer in full or in parts or reject summarily or partly.

8.3 Resolution of complaint / representation: Decision of Director, IIT Jodhpur in relation to Resolution of complaints/ representations / Interpretation of any clauses of NIT shall be final and binding on all parties.

9. Award of Tender

The tender will be awarded based on the following criteria:

1. The submitted bid must fully comply with all eligibility requirements as mentioned in annexure I and shall not be associated with any prior controversies related to the provision of mess services, any instance of blacklisting by a mess service provider, any record of unsatisfactory performance in the execution of such services, or any litigations.

2. The contract for the provision of mess services shall be awarded to the bidder submitting the highest license fee quotation (H-1 bidder) in the financial bid, subject to fulfillment of all eligibility and qualification criteria.

10. Performance Security Deposit and Award of Contract:

The successful bidder who is awarded the contract shall be required to deposit a Performance Security Deposit of ₹ 30,61,800/- (Rupees Thirty Lakh Sixty One Thousand and Eight Hundred Only) in the form of Bank Guarantee/ FDR/ Demand Draft from any Scheduled Commercial Bank drawn in favor of “The Director, IIT Jodhpur” covering the period of contract and 60 days beyond the contract period.

In case, the contract is further extended the Bank Guarantee will have to be accordingly extended/renewed by the successful vendor. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of Bank Guarantee within the stipulated time shall render the contract invalid at the discretion of IIT Jodhpur.

(a) The successful bidder shall execute an Agreement on a non-judicial stamp paper of value Rs. 500/- (stamp duty to be paid by the Bidder) within 15 days from the date of the intimation from Bid Inviting Authority informing that his Bid has been accepted.

(b) If the successful bidder fails to execute the Agreement and / or to deposit the required Performance Security deposit within the specified time or withdraw its bid, after the intimation of acceptance of his Bid has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the EMD deposited shall stand forfeited by the Bid Inviting Authority.

ELIGIBILITY CRITERIA:

Applicant must qualify in all the following points, Failure to qualify in either of these points will lead to the disqualification of the bid.

1. The service provider must have a minimum of five years of experience in providing Mess services in any Central Government Organization/ State Govt. Institutions/Academic Institutions/CFTIs: (Satisfactory completion reports to be submitted).

Note: Experience proof must be provided along with the work order/purchase order, which must mention the start date and end date issued by the recognized firms on the letterhead with stamp of authority issuing the letter. No other form of experience letter would be acceptable.

2. The turnover certificate duly certified by CA must be provided by the service provider/ in Mess/ business during each of the last three financial years from the date of publication of the bid must be a minimum of INR 2 crore or higher.

3. The service provider/ must upload the Firm Incorporation/ registration, GST and PAN documents.

4. Declaration on affidavit on Rs. 100/- stamp paper that the firm is not Black-listed/De-listed or has been put on any hold by any Indian Institutional Agency / Government Department/ Public Sector Undertaking. In case they have been blacklisted by any of the Institutions, details of the same must be furnished.

5. The agency must not be going through any major litigation and should not have any controversial past in running the mess services.

6. Withholding and /or providing wrong information for the current tender, shall lead to immediate service termination and blacklisting of the firm by IIT Jodhpur.

7. The service provider must hold a valid FSSAI and Labor License.

8. The service provider/ must have experience in serving at least 1500 persons at one place or at least 1000 persons at two other places each in a single shift daily for a continuous period of at least one year, the said experience must be within the last five years from the date of the publication of the bid.

SCOPE OF WORK

Details of “NIT for running Fixed Menu Mess Services at Non-Veg Mess at IIT Jodhpur Campus” are as mentioned below: -

1. General Overview of the service: -

IIT JODHPUR having its campus of 852 Acres at NH-62, Karwad, Jodhpur invites Tenders through the CPP portal for the requirement of running the Institute Mess service at Non-Veg Mess at IIT Jodhpur to the entire satisfaction of the user and Institute authorities which shall include the following:-

(a) Running an efficient Mess at Non-Veg Mess at IIT Jodhpur campus during designated time slots for the inmates as per a pre-decided list of items and approved by the IIT Jodhpur authorities (Annexure – II). The timings of the Mess are strictly to be followed. It may be noted that, the timings may change as per the Institute routine.

(b) The approximate strength of non -vegetarian residents (students and staff members) of the IIT Campus during the regular semester (January to April and mid-July to November) is approximately 1500 ($\pm 10\%$) students. The numbers during summer and winter vacations (i.e., during June, July and December each year) is around 1300 ($\pm 10\%$). (Exact number of students will be given to individual mess as per the students registered as per the academic calendar)

(c) Engagement of required staff as per Annexure – III, shall be done by the Service provider / in consultation with the institute authorities for their suitability. It is mandatory for the staff to be of legal age, suitably trained, and experienced to be deployed.

(d) Total Kitchen Area, Mess / Dining halls, Stair Case Area: 2 floors

(e) The Service provider / must ensure preparation & distribution of vegetarian and non-veg items as per menu.

(f) On expiry/termination of the contract period, the service provider must vacate the allocated premises. All fixtures, furniture, utensils, etc. which are properties of IITJ should be handed over to the IIT Jodhpur in good and tenable conditions. Cost of repair charges for mishandling and willful damages, except normal wear and tear, will be deducted from the Security Deposit, shortfall if any have to be paid by the service provider.

2. Infrastructural and equipment-related terms: -

(a) IIT Jodhpur will cater to only passengers Lift for students’ use and AC’s. Rest all repair and maintenance is the responsibility of the service provider/.

(b) The Service provider must make all necessary arrangements to run the Mess successfully at the campus. To enhance the aesthetic of the Mess (design interiors/ placing wallpapers) to be done by the Service provider/ at their own expense in consultation and approval of the Institute. The serving facility will be vetted by the IIT Jodhpur authorities for their quality and fitness before use. Upkeep of all items provided by IIT Jodhpur will be the sole responsibility of the Service provider/.

(c) Security of allocated premises, equipment, fittings, and fixtures, furniture, etc. is the responsibility of the Service provider/. Any damage to the Institute's Infrastructure (including but not limited to equipment, fittings, and fixtures, furniture, etc.) by the Service provider's team or caused due to their neglect shall be repaired or replaced at the Service provider's cost and shall attract a penalty. The institute shall provide the dining arrangement (dining tables with attached chairs) in the serving area. The Service provider/ must arrange the cooking gas and associated accessories.

(d) Complete safety, House-Keeping and hygiene of the mess, dining area, and surrounding area up to 15 meter from the building external wall shall be the responsibility of the Service provider.

Institute's Obligations:

a) Mess facilities consisting of kitchens and dining halls {Non-Veg Mess (2 floors)} on 'as is basis', are provided by IITJ with available furniture. The institute shall provide the dining arrangement (dining tables with attached chairs) in the serving area. The service provider has to arrange for cooking food in the kitchen(s), and serve it in dining halls. Prospective service provider(s) may inspect available facilities with prior appointment.

b) IIT Jodhpur shall provide water for cooking, washing, and cleaning purposes, drinking water and electricity shall be on a chargeable basis. Every effort must be made by the service provider to minimize electricity and water usage.

c) In addition, any additional equipment including cooking and serving to run the mess shall be arranged by the Service provider.

d) The Institute shall only provide the following facilities:

i. Space for the catering service

ii. Electricity and water supply for the services.

iii. Existing Cooking range (Maintenance responsibility is on bidder at their own cost); (list will be provided later to the successful bidder)

iv. Electric and Plumbing fittings in the kitchen;

v. Dining tables and Chairs

vi. Centralized ACs

Service Providers' responsibilities:

OBLIGATIONS OF THE VENDOR

The bidder shall provide the following services/meals to the students:

- Breakfast
- Lunch
- Evening Tea/ Coffee with snacks etc.
- Dinner
- Special Meal (Festivals or as decided by the Students Dining Committee/Board of Hostel Affairs)

2. There must be one head chef (other than the regular cook) who has completed a hotel management course and shall be present at all the time in the mess.

3. The bidder is not allowed to sublet and run cloud kitchen services.

4. Cutlery, utensils must be cleaned thoroughly and must be replaced every year.

5. Cyclic Menu shall be strictly adhered to unless any change is mutually agreed upon. Present menu details are enclosed at "Annexure - II".

6. The bidder must implement an online registration system where all IITJ students can have multiple options for registration. The options must have

- a) Registration for the month,
- b) Mess rebate,
- c) No food for the month
- d) Pay on demand
- e) Opinion about food quality and services.

The online registration should start from the 25th to 28th date of the month. This will ensure the bidder about the total strength of the student to be served. In addition, the same sheet should be submitted to the office of students on every 30th day of the month.

7. The bidder must implement an appropriate RFID System (hardware and software) to maintain daily attendance record per meal of students, staff members availing the dining facilities. Furthermore, the bidder must ensure that the RFID card is provided free of cost (only once for every student/staff member if he/she is the first time user of the mess) and the number of students taking meal on each floor are equally distributed using RFID card.

8. The monthly data sheet having the registered number of students for the month shared by the vendor to the office of students and the mess rebate request received by the vendor shall be used to calculate the attendance record and the same shall be used as a base platform for the payment to the vendor.

9. The vendor must make arrangements to save/store the attendance record of the students for at least twice a year and make it available to the Institute as and when directed.

10. The bidder shall be responsible, at its cost, for the hygienic cleanliness and proper maintenance of the entire mess building and surrounding area up to 15 meters from the building external wall including but not limited to the dining halls, kitchens including kitchen equipment's, stores, toilets /urinals / washrooms, service elevator attached to the kitchen/ dining hall and the staircases inside the dining halls, all glass panes/panels, serving area, toilet/urinals/washrooms adjacent to serving area/mess building, staircase, common passages under their charge and control and regular cleaning of grease chamber to avoid blockage of sewage lines. The bidder shall use earlier indicated cleaning / washing materials – dish washer powder, soap powder, detergent, phenyl, floor cleaner etc. so that the entire surroundings are hygienically cleaned and well maintained. The bidder shall be in possession of valid license from Public Health Department or other Statutory / Local Authorities concerned, where ever required, without fail. Violations attract financial penalties.

11. The bidder shall ensure preventive maintenance of equipment and machinery is carried out regularly as per the instructions of the manufacture at its own cost. The bidder shall abide by all the instructions given by the Institute or by its representative(s).

12. The bidder should assign dedicated qualified and trained supervisors as mess manager one for each Mess Building to manage the dining halls effectively and efficiently onsite qualified food and beverage Manager. The qualification of the manager can be from the Institute of Hotel Management and Catering Technology (IHMCCT), who has undergone 4 year full time campus study or has equivalent recognized education duly recognized by the Govt. of India.

13. It shall be the sole responsibility of the contractor to abide by the provisions of the following acts as to the workers engaged by him for the performance of this contract:

(a) The Food Safety and Standards Regulations by FSSAI

(b) The Employees Provident Fund Act, 1952

(c) Payment of Wages Act 1936

(d) Minimum Wages Act 1948,

(e) The Contract Labour (Regulation and Abolition) Act, 1970

(f) The Payment of Bonus Act, 1965

(g) The Payment of Gratuity Act, 1972

(h) The Employees State Insurance Act, 1948

(i) The Employment of Children Act, 1938

- (j) The Motor Vehicle Act, 1988
- (k) The Industrial Disputes Act 1947
- (l) The Industrial Employment (Standing Orders) Act 1946
- (m) Workmen Compensation Act
- (n) Employment of Labour/Contract Labour Act
- (o) Pollution Control and Environment Protection Laws in force from time to time
- (p) All other acts/legislations/rules/ regulations etc., as may be in force from time to time.

14. Bidder must provide health and accidental insurance for all its employees present/deployed at IIT Jodhpur at its own cost. The Institute shall not be responsible for any accidents/mishappening.

15. The service must not employ child labour. Violation of this requirement will lead to termination of contract.

16. Minimum staff strength in each category shall be as per Annexure III. Based on the periodic inspection and other requirements, IIT Jodhpur reserves the right to instruct the service provider for increasing their service staff strength as per requirement. The bidder has to comply with the requirement within a period of 10 days.

17. The service provider shall, at their cost, maintain adequate stock of food grain, grocery, and adhere to the list of brands (See Annexure IV for the list of brands). The service provider shall be responsible for proper hygienic storage of all raw materials. IITJ reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved list at any time.

18. No food cooked in the mess may be taken out of the premises without prior permission of the Dining Committee. Raw material stored in the mess should be used exclusively for the mess facilities in IITJ.

19. The service provider should not be an employee or close relative of any employee of IITJ. The service provider must submit a declaration to this effect.

20. The service provider must also serve food at various academic and residential areas inside the campus (strictly prohibited to serve outside IIT jodhpur campus) based on the request from the IITJ Administration.

21. When circumstances warrant, the service provider shall cater to an additional number of students/staff members, over and above the maximum given number of diners, as requested by IITJ on short notice.

22. Sick/disabled students shall be provided food in their hostel rooms by the service provider in appropriate lunch boxes without any additional cost (Plastic boxes are strictly prohibited).

23. The bidder shall be required to ensure maintain health cards for all the staff engaged by him/her at the students' hostel, dining hall/kitchen, as per relevant provisions for running the catering

business. The unwell staff found to have any infection or ill health must be replaced as and when ill health cases arise. The staff employed by the bidder shall be required to undergo a medical test by a medical practitioner/doctor once in three months from the date of employment at the cost of the bidder.

24. On award of contract, the bidder shall submit a list of its staff working in the mess of the Institute. The bidder will submit a certificate along with challan towards deposit of PF and ESIC (subscription of employees & Contribution of the employer) to the statutory authority on monthly basis along with payment Invoice.

25. If in the execution of the work, any infraction/breach/infringement of any law, rules/ bye – laws for the time being in force, takes place; bidder shall indemnify the Institute against the consequence of any or all litigation/prosecution in any matter connected with or arising out of the subject license including the result of any labor dispute, and should any claim be made against the Institute by any authority/court by laws of any award or decree including awards of any Labor Court and / or Arbitrator which might be enforced / sought against the Institute, the Institute shall be compensated by bidder in totality in respect of all such claims / awards etc.

26. The quality of eatables served should be best and up to satisfaction of the Institute & applicable laws on the subject by the concerned authority. No compromise on this shall be entertained. On violation the Institute shall have the right to impose penalty and deduct the penalty amount, as deemed fit and appropriate by the Institute, from the monthly bill.

27. The bidder shall be required to provide Khichari or any other food items, including boiled vegetables etc. for sick students (as suggested by medical prescription) in lieu of the regular meal.

28. No liquor shall be served at any office building/hostels/dining hall or any other type of space inside the Institute campus.

29. The bidder for catering purpose shall arrange all the raw materials including controlled items, commercial cooking gas etc. at its own cost.

30. The bidder at all the times must take care of maintenance and repairing of electrical items, cutlery, furniture, utensils, cooking related items, and drainage system.

31. The bidder must ensure and submit relevant documents regarding qualification of cook as Bachelor in culinary Arts or other relevant degree/ certified master chef.

32. The bidder at all the times shall maintain high standards of services for which they will arrange sufficient trained/qualified staff, i.e., Supervisor(s), Cook(s), Helper(s), Bearer(s) and Cleaner(s) etc. for catering/cooking as well as services incidental to catering.

33. The food stuff shall be prepared fresh in most hygienic manner and good quality of the food items shall be maintained at all times.

34. The manner, time and place of services shall be as per the instructions of the Institute from time to time.

35. The bidder shall ensure that utensils are hygienically cleaned, applying good quality medically recommended cleaning material and disinfectants.

36. The bidder shall ensure that:

- All glass panels, electric fittings etc. in the kitchen and dining area are kept serviceable, tidy and neatly cleaned,
- Disinfectant spray should be carried out at regular intervals in the allocated premises - Deodorant spray should be applied in the dining room after cleaning and washing,
- Adequate supply of cleaning material, table clothes, cloth napkins & towels etc.
- Ensure proper upkeep and maintenance of the area, equipment's and furniture under the bidder charge at all the times.

37. The bidder at their own cost must arrange for carrying out Pest control methods every fortnight.

38. The bidder must arrange for carrying out fire audit, deep cleaning, FSSAI Audit and cleanliness audit by third parties at regular intervals and the results must be shared with the Institute.

39. The Vendor must install a bio composter at their own cost on Institute premises. The details of the operation of the bio composter must be provided to the Institute.

40. The bidder shall provide soap cakes/hand wash for the wash basin.

41. The bidder shall provide proper and neat uniforms to the staff at his own cost. Staff without uniform shall not be allowed to work in the Institute premises. The bidder shall ensure that food handlers are equipped with suitable clothes e.g. aprons, gloves, headgear etc. wherever necessary.

42. The food supplied must conform to the standards fixed by the concerned statutory / authority of State/ Central Govt. For any infringement of these standards the bidder shall be held responsible wholly and solely for the purpose and the institute will have no responsibility of any kind in this regard.

43. The bidder has to ensure that prepared food/meals are not wasted on any day. A report on the daily basis food prepared and consumed is to be maintained in a register by the bidder and details are to be submitted to Hostel Office, IIT Jodhpur on weekly basis.

45 The bidder shall implement a dining feedback system preferably through mobile app to collect regular feedback and address the dining related complaints of the students arising from time to time.

46. The bidder shall be responsible for proper segregation and disposal of waste generated in the dining hall on a daily basis appropriately.

47. The bidder shall maintain substantial inventory of dustbin bags, cleaning equipment and chemicals for at least 2 cycles of deep cleaning and 2 weeks of daily cleaning.

48. On special occasions, if required by the Hostel Mess Committee, the rates for the additional food items must be mutually agreed for a special menu before the actual event. Additionally, the bidder can adjust/change the meal timings with proper consent from Hostel Mess Committee on such special event(s).

49. The payment for the special meal will be made as per the approved rates after deducting the rates of the corresponding regular meal as approved by the Institute.

50. The bidder must ensure that the served items are freshly cooked and tea/coffee are served steam hot. The bidder shall ensure that all the ingredients used (including vegetables, masala, cereals, dairy product etc.) used for the food preparation are fresh and not expired. None of the packeted ingredient must bear non-vegetarian symbol. Food adulteration with any ingredient/additive will bring heavy penalty. Additionally, the utensils used for preparation, storage and serving of food (and its ingredients) must be marked food-safe. The bidder has to store a minimum of last 5 days food in small amount which is served to students in a dedicated and separate refrigerator for evaluation by the concerned authority.

51. All items/ingredients required by the bidder for preparation of food and other approved items are to be purchased by the bidder at his own cost. All items/raw materials purchased shall have to conform to the quality standard, prescribed under the prevention of Food Adulteration Act, and/or any other Act applicable and as far as possible shall have the standards/brand bearing "AGMARK" or "ISI", or "FSSAI" mark as applicable. An approval of the brands and raw materials to be used must be taken from the institute. Surprise checks/visits may be done by the concerned institutes officials.

52. For any suggestions or complaints made by the student; it is the responsibility of the bidder to address the issue within 24 hours.

53. The service provider shall attend a monthly meeting of the Dining Committee at IITJ, failing which either a penalty will be imposed or any other suitable action will be taken by Institute. This meeting shall be attended by the service provider him/her-self or a senior representative, who is authorized to take policy decisions.

54. In case the bidder fails to provide the catering services as per the expectations of the Institute, the suitable punitive actions will be taken by IIT Jodhpur on case to case basis.

55. Mess Timings:-

Following is a tentative schedule of the mess timings. However, schedule of the mess timings may change as per decision of the Institute.

- Breakfast: 07:30 AM to 10:00 AM (Sat/Sun - 8:00 AM to 10:30 AM)
- Lunch: 12:15 PM to 02:45 PM (Sat/Sun - 12:30 PM to 03:00 PM)
- Evening tea with snacks: 05:30 PM to 6:30 PM
- Dinner: 07:45 PM to 10:30 PM

3. Terms related to Cleanliness and Hygiene: -

(a) The bidder shall be responsible, at its cost, for the hygienic cleanliness and proper maintenance of the entire mess building and surrounding area up to 15 meters from the building external wall including but not limited to the dining halls, kitchens including kitchen equipment's, stores, toilets /urinals / washrooms, service elevator attached to the kitchen/ dining hall and the staircases inside the dining halls, all glass panes/panels, serving area, toilet/urinals/washrooms adjacent to serving area/mess building, staircase, common passages under their charge and control and regular cleaning of grease chamber to avoid blockage of sewage lines. The bidder shall use earlier indicated cleaning / washing materials – dish washer powder, soap powder, detergent, phenyl, floor cleaner etc. so that the entire surroundings are hygienically cleaned and well maintained. The bidder shall be in possession of valid license from Public Health Department or other Statutory / Local Authorities concerned, where ever required, without fail. Violations attract financial penalties.

(b) IIT Jodhpur is a total tobacco-free campus, therefore none of the staff deployed at the campus must be possessing or consuming tobacco products such as bidi, cigarettes, chewing tobacco in any form, gutkha, masala, pan, etc. Further consumption of alcohol and narcotics inside the campus/ working in an intoxicated condition is strictly prohibited. Violation will attract heavy penalties and suitable action as per applicable norms. A random check of the quality of food, hygiene, and the manpower utilized will be done by a committee without any advance notice.

4. Daily functioning of the Mess: -

(a) The Service provider will ensure a functional Mess on all days. In the process, it is expected that the Service provider will ensure the highest standards of taste, health, service, aesthetics, layout, professionalism, hygiene, and cleanliness to the utmost satisfaction of Institute authorities.

(b) The Service provider shall use the raw material only of the brand approved by the institute (Annexure - IV). In case of requirement of using any other (raw material) items under special circumstances, prior approval from the competent authority shall be taken. Such an approval should clearly mention the brand of product being procured. The duly constituted committee/institute authorities may randomly inspect the procured items/materials/raw materials to check quality and approved brand.

(c) All the items should be served as per the pre-defined quantity mentioned in the tender (Annexure - II)/active mess menu.

5. The intended bidders are advised to undertake a survey of the Institute related premises and satisfy themselves about the scope of work before submitting their rates in prescribed Financial Bid Proforma enclosed as BOQ. In general, intended bidders shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their

financial bid. A bid once submitted shall be deemed to have been submitted with full knowledge of aforesaid factors and no representation by the bidder will be entertained/ accepted for whatsoever may be the reason(s).

Area	Reserve Price	Unit Price INR (Per sq. ft.)
Total 2 Floors (the complete mess building)	Rs. 1.5 lakh license fee per floor plus GST @ 18% will be charged separately.	To be quoted by the bidder in .xls format in commercial bid on CPP portal only.

NB: The successful bidder must arrange for payment of the amount of 5 months of quoted License Fees as advance as per Institute Norms.

Electricity charges (including taxes) as per actuals

Water charges (including taxes) as per actual usage.

TERMS AND CONDITIONS OF CONTRACT

The contract shall be valid for a period of one year from the date of commencement of services. However, the bidder's performance during the year will be evaluated/ assessed on completion of one year by IIT Jodhpur. On satisfactory performance the contract will be renewed for a period of further four year (one year at a time) based on satisfactory performance and on mutually agreed terms and conditions. The contract can be curtailed or terminated at any time by IIT Jodhpur owing to deficiency of services OR sub-standard quality of Mess Services (Non-Veg) at IIT Jodhpur Campus, breach of contract, non-compliance with any relevant statutory laws, Labour laws, or change in requirements of IIT Jodhpur or for any other reasons as stipulated in the contract to be entered into with the successful bidder. However, the Institute, at its discretion, at any time can alter/reduce/modify the scope of work without citing any reasons to the bidder/vendor.

1. The bidder must be specialized in the area of providing "Mess Services (Non-Veg)" and shall be able to provide & maintain services.
2. Bidder's performance will be measured/ evaluated by IIT Jodhpur Committee on a regular basis in respect of quality and standards. If standard and quality are not met financial penalty up to maximum 10% of the daily billing amount will be levied.
3. Bidder will provide professionally qualified and dedicated staff for different services required in respect of "Mess Services (Non-Veg)"; having professional Certificates/Diploma/Degrees pertaining to the concerned areas, as detailed in the Scope of Work and should ensure that the best services are regularly rendered.
4. The Institute shall not provide space for accommodations/ overnight stay of the staff members/ workers deployed by the bidder. The Bidder shall have to make his own agreement for lodging and boarding of his staff. The bidder or his representative shall not allow any unauthorized person including his own staff to stay in the student Hostel. If at any time or during surprise check it is

found that any unauthorized person is staying in the student Hostel, the bidder shall be directly responsible and a financial penalty as decided by the Institute will be imposed on the bidder.

5. The contract shall be for a period of one year from the date of commencement of services. Bidder's performance during the year shall be evaluated/ assessed on completion one year by IIT Jodhpur. On satisfactory performance the contract will be extended further on the mutual agreed terms and conditions or with some additions / deletions / modifications mutually agreed upon.

6. The bidder shall not be allowed to transfer, assign, pledge or sub contract its rights and liabilities under this contract to any other vendor without the prior written consent of IIT Jodhpur.

7. The bidder must provide the identification, Police Verification Report (PVR), Medical Details of all the staff / workers deployed at IIT Jodhpur. The bidder shall engage only such staff and supervisors, whose antecedents and health have been thoroughly verified, character and police verification and other formalities have been done. Institute will not make any payment to the bidder for any such verification. The bidder shall be fully responsible for the conduct of his staff.

8. IIT Jodhpur reserves right to terminate the contract at any time after giving one months' notice to the selected bidder.

9. The bidder shall not employ any person below the age of 18 years. Employment of child labour will lead to termination of contract.

10. The bidder at all times shall maintain all statutory registers under the applicable Law. The bidder shall produce the same on demand to the concerned authority of IIT Jodhpur or any other authority under Law.

11. The bidder shall provide the Institute list of personnel deployed for work at IIT Jodhpur along with their credentials, permanent and present address and latest photographs.

12. It shall be responsibility of the bidder to issue employment card / photo / identity card to the staff deployed and maintain the muster roll, the wage register, PF & ESI Contribution details and other registers as provided in the Contract Labour (Regulation & Abolition) Act. Bidder has to ensure that its employees deployed in IIT Jodhpur invariably wear uniform and carry ID card during office hours, issued by the bidder at his own cost.

13. The bidder shall replace immediately any of its staff if they are unacceptable to IIT Jodhpur because of any risk, incompetence, conflict of interest breach of confidentiality or misconduct on the part of the staff deployed by the bidder, upon receiving a communication from the Institute. Notwithstanding the above, the Institute shall have the right to ask to change / replace the staff at any point of time without assigning any reason.

14. IIT Jodhpur shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the bidder.

15. The bidder shall be responsible for any damage done to the property of the Institute by his personnel deployed. IIT Jodhpur will be free to recover it from the Security Deposit or from any other dues payable to the bidder.

16. The bidder staff must be polite, cordial, positive and efficient while handling the assigned works and their actions must promote good will and enhance the image of the Institute. The bidder shall be responsible for any act of indiscipline on the part of staff deployed by him.

17. In case of any disorderly behavior, criminal offence, indiscipline or misbehavior by bidder's staff with hostel residents or Institute personnel the contract is liable to be terminated, without assigning any reasons.

18. Any incident of bidder's staff deployed related to sexual abuse/ harassment shall invite zero tolerance from the Institute. Immediate strict punitive action shall be taken against the bidder by IIT Jodhpur.

19. The bidder staff deployed shall not claim any benefit, compensation, absorption or regularization of their services in IIT Jodhpur either under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970. The bidder shall have to obtain an undertaking from his deployed staff to the effect that his staff is the employee of the bidder and shall submit the said undertaking to IIT Jodhpur. In the event of any litigation on the status of the deployed staff, IIT Jodhpur shall not be a necessary party to such proceedings. However, in any event, either the deployed person or to the order of the Court, IIT Jodhpur is made a party to such dispute, the bidder shall take all steps to protect the interest of IIT Jodhpur and indemnify the institute in all respect. The bidder shall liable to borne all the expenditure to defend IIT Jodhpur, if so required.

20. The bidder shall be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared, raw material and ingredients used, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to storage, preparation, service etc., including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and other applicable rules, regulation and order framed thereunder, including safety and health of all consumers/residents under the said contract.

21. Logo/Name of the Institute cannot be used by bidder or his staff deployed for any purpose. IIT Jodhpur endeavors to be a plastic free campus and use of single-use plastic is prohibited, as per Government norms.

22. The bidder shall ensure that the staff disciplined and do not make use of alcoholic drinks, paan, gutkha, smoke, loiter, use mobile phones for entertainment purpose and in gambling, satta or any immoral or illegal act.

23. The bidder staff shall work under overall supervision & direction of the bidder.

24. The bidder shall properly maintain muster roll of the staff at work in the premises of IIT Jodhpur.

25. For all intents and purposes, the bidder shall be the "Employer" within the meaning of different labour Legislations in respect of staff deployed by it. There shall be no claim by such deployed staff of any employment in IIT Jodhpur. The staff deployed by the bidder in IIT Jodhpur shall be the employees of the bidder only at all times and not have any stake or claims like employer and employee relationship with IIT Jodhpur, in any case whatsoever.

26. The bidder shall be solely responsible for redressal of grievances of its staff deployed at IIT Jodhpur. IIT Jodhpur shall, in no way, be responsible for settlement of such issues whatsoever.
27. The bidder shall not allow or permit its staff to participate in any trade union activities or agitation in IIT Jodhpur campus.
28. The bidder cannot contact any media/or any other persons/agencies for any issue related to services at the IIT Jodhpur.
29. IIT Jodhpur shall not be responsible for any financial loss or liabilities arising out of accident or death to any of the staff deployed by bidder in the course of their performing the functions / duties or for payment towards any compensation for any reason.
30. The bidder shall be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the staff deployed at IIT Jodhpur. IIT Jodhpur shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.
31. The bidder shall be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to IIT Jodhpur to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.
32. The bidder shall maintain all statutory registers under the Law and submit periodical returns and statements. The bidder shall produce the same, on demand, to the concerned authorities and to IIT Jodhpur or any other authority under Law.
33. In case, the bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIT Jodhpur is put to any loss / obligation, monetary or otherwise, IIT Jodhpur will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the bidder, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.
34. In case of breach of any terms and conditions as specified in the contract signed, the Performance Security Deposit of the bidder will be liable to be forfeited by IIT Jodhpur besides annulment of the contract and other legal resource.
35. The successful bidder, who is awarded the contract by IIT Jodhpur, will retain all the documentary proof / papers deposited with the respective statutory bodies / Government departments i.e. Employees State Insurance, Provident Fund and GST etc. All such documents / papers are to be necessarily submitted within seven days by the vendor as and when requisitioned by IIT Jodhpur, failing which a penalty of Rs. 100/- per day shall be deducted from the monthly bill.
36. If there arises any dispute relating to this Contract the same shall be referred to sole arbitration of the Competent Authority, IIT Jodhpur whose decision shall be final and binding on both the parties.
37. The bidder shall not sub contract, fully or partially catering service or any other services awarded to any other person / persons or vendors/agencies.

38. It shall be the duty and responsibility of the bidder to ensure that the staff for the work are physically fit and free from all communicable contagious, infectious and other diseases. If any of the staff is found to be suffering from any disease or if any staff commit misconduct or misbehave, the bidder shall be required to remove such staff immediately, without demur and questioning the decision of IIT Jodhpur in this respect and restrain the entry of such individuals in the Institute Campus.

39. The rates quoted and accepted shall remain unchanged for a period of one year from the date of signing of Agreement / taking over the operational charge.

40. In case of IIT Jodhpur being called upon by any statutory authority for any purpose relating to the matters of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period, the bidder shall be solely responsible to bear all costs that IIT Jodhpur may have to incur on account of such infringement by the bidder or indemnify IIT Jodhpur for any such loss in total including the legal expenses incurred thereof.

41. The Institute has absolute liberty to reduce/alter/modify the scope of work at any time before or after awarding the work without citing any reasons to the bidder.

42. Payment Terms & Process:

a) The bidder shall be solely responsible for making payment to its deployed staff at IIT Jodhpur by 7th of each month without fail.

b) The bidder shall raise the bill enclosing PF and ESIC statements, as applicable, and submit the same to IIT Jodhpur in the succeeding month. Payment of the bill will be made only after successful submission of statutory payment receipts.

c) The bidder shall be solely responsible for making the payment directly to his deployed staff. Since there may be occasional delay in releasing payment by IIT Jodhpur to the bidder due to contingencies, payment of wages to the staff by bidder should not be linked with receiving of payment from IIT Jodhpur and shall be independent of the same.

d) Payment to deployed staff must be made by the bidder through e-transfer only.

e) The entire financial liability in respect of staff deployed in IIT Jodhpur shall be of the bidder and IIT Jodhpur in no way will be liable for the same.

f) The bidder shall be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, Employees State Insurance, Contract Labour Act and any other applicable law in respect of the staff deployed at IIT Jodhpur. IIT Jodhpur shall have no liability in this regard.

g) The bidder shall be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to IIT Jodhpur to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.

h) The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax

Act / Rules, as amended from time to time and a certificate to this effect shall be provided to the bidder by IIT Jodhpur.

i) The bidder shall maintain all statutory registers under the Law and submit periodical returns and statements. The bidder shall produce the same, on demand, to the concerned authorities and to IIT Jodhpur or any other authority under Law.

j) If as a result of post payment audit any overpayment is detected in respect of any work done by the bidder or alleged to have been done by the bidder it shall be recovered by IIT Jodhpur from the bidder.

43. In case, the bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIT Jodhpur is put to any loss / obligation, monetary or otherwise, IIT Jodhpur will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.

44. Service Level Agreements:

The bidder has to ensure that prepared food/meals are not wasted on any day. A report on the daily basis food prepared and consumed is to be maintained in a register by the bidder and details are to be submitted to Office of Students (Hostel Affairs), IIT Jodhpur on weekly basis. The following details are for responding and closure of the complaints by the bidder. These may be modified, if required, by the Competent Authority, IIT Jodhpur at any time.

A. Mess Services:

MESS SERVICES			
Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit
1	Proper segregation and disposal of waste generated in the dining halls on a daily basis	3 times a day	Compulsory
2	Dining feedback system: - To collect regular feedback from the students.	weekly	weekly
3	Address the complaints arising from time to time relating to catering services on urgent basis.	Immediately	1 Day
4	Other related services as per the defined scope of work		
5.	Biocomposter	Input (in KG)	Output (in KG)
6.	CSR activity – one-time free meals to be served every month as directed by the Institute.		

45. TERMINATION OF CONTRACT

If for any reason, the bidder is not in a position to render the services as required under this contract or to maintain the service standard required the Institute shall be entitled to terminate the contract by serving one months' notice to the bidder. The bidder shall also have the right to terminate the contract by giving three months' notice in writing to the Institute to make alternative arrangement(s).

However, the contract can be terminated in case of serious lapses which include, but are not limited to, the following:-

- i) Food poisoning: single or multiple instances,
- ii) Lapses in Security Services at the Hostel
- iii) Mismanagement/loss of Institute property/ Mishandling of student data/ misbehavior etc.

The Institute has unfettered right hereunder to terminate the Agreement at any time without assigning any reason whatsoever.

The Institute reserves the right to reject any or all quotes without assigning any reason (s) thereof. The competent courts at Jodhpur shall have the jurisdiction.

Special Terms and Conditions

1. The bidding firms are advised to study carefully the various clauses contained in the before submitting their bids. Firms willing to participate in the tender/ may also visit IIT Jodhpur and acquaint themselves with the nature and quantum of work involved before submitting the bids at their own cost, respectively.

2. Arbitration: Except as otherwise provided elsewhere in the contract, if any dispute, difference, question, or disagreement on any matter whatsoever, shall, before/ after completion or abandonment of work or during the extended period, hereafter arise between the parties, as to the meaning, operation, or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute. If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns/withdraws for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another person to act as Arbitrator in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which his predecessor left it, if both the parties consent to this effect, failing which the Arbitrator shall be entitled to proceed de-novo. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to Arbitrator at the time of invocation of arbitration under this clause. It is also term of the contract that the cost of arbitration shall be borne by the parties themselves. The venue of arbitration shall invariably be at Jodhpur and the language to be used in English only. All disputes shall be subject to Jodhpur Jurisdiction only. Subject as aforesaid the provisions of the Arbitration

and Conciliation Act 1996 and any statutory modifications or re-enactment thereof or rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

In the event of any dispute or difference(s) between the vendee IIT Jodhpur and the Service provider /(s) arising out of non-compliance of services or services found not being in accordance with scope of work or any other cause whatsoever relating to the delivery of services before or after the service has been executed, shall be referred to the concerned authority of IIT Jodhpur. If the Service provider/is not satisfied, he may approach the concerned Dining-In-Charge and if not he may approach to Director of the Institute and finally to the arbitrator appointed by the Director under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.

3. Force Majeure.

Neither the IIT Jodhpur nor the Service provider / shall be considered in default in performance if such performance is prevented or delayed because of war, hostilities, revolution, civil commotion, strike, epidemic, accident, fire, wind, flood, earthquake or because of any Government action or of any act of God or of any other cause whether similar or dissimilar nature beyond the reasonable control of the party affected. Should one or both the parties be prevented from fulfilling their contractual obligations by a State of Force Majeure lasting continuously for a period of six months, the two parties shall consult with each other regarding the future implementation of the agreement.

4. Acceptance of Terms & Conditions:

Service provider / must confirm the acceptance of all the terms and conditions of this tender/ document. Any non-acceptance or deviations from the terms and conditions must be clearly mentioned. However, service providers / must note carefully that any conditional offer or any deviation from the terms and conditions of this may render the quotation liable for rejection. IITJ does not bind itself to accept the conditional tender/ and reserves the right to reject any or all tender/s.

Note: The Director, IIT Jodhpur reserves the right to accept/reject any or all tender/s.

LETTER FOR FINANCIAL BID

(To be printed on the bidder letter head)

To,

The Deputy Registrar

(Stores & Purchase) IIT Jodhpur, NH 62, Karwar,

Jodhpur-342030 (Rajasthan)

Date:...../...../.....

Ref: Bid for providing “Mess Services (Non-Veg) at IIT Jodhpur Campus”

Dear Sir,

Having examined the Bid document, the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to provide the services as required and outlined in the Bid for providing “Mess Services (Non-Veg) at IIT Jodhpur Campus”.

To meet such requirements and to provide services as set out in the Bid document, we attach hereto our response as required by the Bid document, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the Bid and the agreement to be entered with IIT Jodhpur. If our proposal is accepted, we will submit the Performance Security Deposit Bank Guarantee in favour of “The Director, IIT Jodhpur” for the amount specified in the RFP Document and issued by a scheduled commercial bank in India as acceptable to IIT Jodhpur.

We agree for unconditional acceptance of all the terms and conditions set out in the Bid document as also in the Agreement to be signed with IIT Jodhpur for provision of Mess Services. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to IIT Jodhpur are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead IIT Jodhpur as to any material fact. "we understand that if at any point of time it is noticed/discovered by IIT Jodhpur that as information given by us is false or incorrect or misleading IIT Jodhpur shall have the right to take such necessary action as it may deem fit including cancellation of contract.

It is hereby confirmed that I/we are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this financial bid (attached) document as well as such other documents, which may be required in this connection.

Signature

PLACE:

Name of the authorized person

DATE:

Official seal

PENALTY

A. Catering Services at Student Dining Hall/Mess

Sl No.	Item	Penalty (Rs.)	Frequency
1	Insect found in the cooked food	Rs.15,000/-	each occasion
2	Soft objects like hair, rope, plastic, cloth etc. found in the cooked food	Rs. 10,000/-	each occasion
3	Three or more complaints of unclean utensils being used in the mess / dining hall on each occasion and complaints not resolved by the bidder.	Rs. 20,000/-	each occasion
4	Meal Timings as approved by the Institute or decided with the respective students mess committee to be followed strictly. Failing which the penalty will be levied on the bidder.	Rs. 50,000/-	Day basis
5	Use of non-FSSAI/ non-approved brands of food items by the bidder. (Compliance of brand is mandatory)	Rs 2,00,000/-	each occasion
6	In case of any incidence of student's food poisoning due to consumption of the food cooked/served by the bidder in the mess/dining hall. This may also lead to Termination of the contract awarded to the vendor.	Rs 1,00,000/-	each occasion
7	Hygiene in the dining and cooking area including lift, wash rooms and common area, kitchen area and nearby area of the mess building	Rs 1,00,000/-	each occasion
8	The mess vendor has to provide proper cutleries as per the strength of the students.	Rs 1,00,000/-	each occasion
9	Unauthorized stay of the workers on campus	Rs. 2,00,000/-	Each Occasion
10	Misc	As decided by the Institute	

The bidder has to ensure that prepared food/meals are not wasted on any day. A report on the daily basis food prepared and consumed is to be maintained in a register by the bidder and details are to be submitted to IIT Jodhpur on weekly basis.

Note: The penalty(ies) amount will be deducted from the monthly bill payment to the vendor or Performance Security Deposit.

Important Note:-

1. The payment to the staff deployed by the bidder at IIT Jodhpur for “Mess Services (Non-Veg) at IIT Jodhpur Campus” shall be made by the bidder as per applicable Minimum Wages Act, amended from time to time, and as applicable on the date of commencement of issue of the Bid.

2. Bids received for partial services will not be entertained and summarily rejected. 3. Bidders are encouraged to submit if they intend to bring any improvement in the aesthetics and functionality of the IIT JODHPUR infrastructure available at the place of services to be provided by them at their own cost and in consultation with the Institute, on award of the

RULES PERTAINING TO THE DAILY FUNCTIONING OF THE MESS

THE FIXED RATE FOR THE MENU IS Rs. 180/- (Excluding GST) PER DAY PER STUDENT

1. Timings for the mess: Actual timing will depend upon the decision of the Dining Committee, and the service provider would be obliged to adhere to the Committee's instruction regarding it. Following is a tentative timing.

	Weekdays	Weekends
Breakfast	7:30 am – 10.00 am	8:00 am – 10:30 am
Lunch	12:15 pm – 2:45 pm	12:30 pm – 3:00 pm
Evening tea/coffee/milk	5:30 pm – 6:30 pm	5:30 pm – 6:30 pm
Dinner	7:45 pm – 10:30 pm	7:45 pm – 10:30 pm

2. Pickle, sugar, salt, and ghee (as per the menu) to be provided with every meal. 3. Ketchup, Butter, Jam, Curd, and Chutney has to be provided along with all dishes which need them as decided on the menu. For dishes like noodles, samosa, paratha (as requested by the Committee) chilli/garlic sauce must also be provided.

4. Cooking oil (ground nut, refined, sunflower, etc.) shall be changed every month from the list provided in branded items based on the inputs from the Dining Committee.

5. Menu, as decided by the Dining Committee, shall be strictly followed according to Schedule C.

6. Service providers should not use any artificial colour, preservatives, and other harmful chemical additives (say, for example, mono-sodium glutamate) in any of the dishes or even store them in the mess premises. The use of mono-sodium glutamate (Ajinomoto) is strictly prohibited.

7. The service should provide special dinner or lunch on occasions like festivals on every year, as decided by the Dining Committee, at no extra cost. The menu of special dinner/lunch is given in Schedule C4. Special Menu Days: Special meals to be served on the following occasions:

1. New Year

2. Republic Day

3. Holi

4. Janmashtami

5. Raksha Bandhan

6. Ganesh Chaturthi

7. Independence Day

8. Navratri/Dussehra

9. Diwali (twice)

10. Eid

11. Christmas

12. During Ramzan

13. A special menu (for lunch/dinner) is to be served once a month during non-festival months. The menu will be provided by the Dining Committee.

8. Before Inter-IIT Sports Meet in the month of December a special menu decided by the sports Committee should be served to the students who participate in sports at extra cost. An approximate number of students will be 300. The rates for these meals will be negotiated separately.

9. Food should be served and maintained warm at all times.

10. Extra charges for any institute event should be decided in negotiation with the Warden In-charge, Dining Services.

11. Self-service and sufficient numbers of counters, as decided by the Dining Committee, should be operational.

12. Provisions should be made to accept cash, debit cards, credit cards, UPI based, and mobile valet based apps (such as Paytm, Google Pay, etc.) for all payments at the cash counter.

13. All students will be allowed to avail the mess rebate limited to maximum 15 days in each semester or as per Institute guidelines issued time to time. Additional mess rebates will also be available for students to attend tech/cult/sports fest, seminars, and conferences through the Institute. In special cases like ailment or transfer/discontinuation hostel office will inform the mess for bill deduction. Mess rebate must be handled by the Vendor.

14. Waste should be segregated before disposal, as directed by the Dining Committee / Public Health Office. Waste should be disposed of at least twice a day. Segregated waste must be used in composter.

15. Food should be moderate in terms of Oil, Salt, and Spices. Oil content in the Papad/ Fryums should be drained/removed completely before serving. Fresh Oil should be used for cooking. Leftover oil after cooking should not be used for cooking the next meal.

16. Special fasting food should be provided as requested by residents at no extra cost if requested by at least 10 residents.

17. Water should be served at tables, and salt dispensers must be filled and available at all times

18. The service provider must maintain the cleanliness of the dining area.

19. Curd must be served with parathas at all times.

20. Dalda/ Vanaspati Ghee/Palm oil usage is NOT allowed.
21. Basmati rice should be used to cook Biryani, and the meat in the Biryani should be properly boiled. Meat should be properly cleaned before cooking.
22. Food wastage should be weighed daily for all meals and should be displayed in the dining area. The record of the food waste must also be logged and shared with the Hostel Office.
23. Use of high pressure equipment such as boilers or industrial capacity pressure cookers is strictly prohibited in the kitchens.
24. Sick meal: To be ordered in advance, consisting of khichdi, dalia, curd, milk, fruits, or as advised by a doctor (except in emergency cases).
25. Upwas (fasting) Food: Available during festivals like Navratri, Ramzan, Shivratri, etc., based on demand Special fasting food should be provided as requested by residents at no extra cost if requested by at least 10 residents.
26. Whenever the Institute requests High Tea or Special Lunch/Dinner, the service provider must provide the following items at an additional cost (Which will be mutually decided): High Tea: Bisleri water, tea, coffee, green tea, black tea, coffee biscuits/cookies, pastries, wafers, pakoras, samosas, kachoris, real juice, cold drinks, and mouth freshener. All bakery products will be sourced from 15AD, and cold drinks and juices will be provided by Pepsi, Coca-Cola, or their sister companies, or as decided by the Institute or Dining Committee. Ceramic crockery will be used for serving. Special Lunch/Dinner: The Section C4 menu will be followed.

Non – VEG Sample Menu

C1: Basic Menu

Table C1a: Breakfast

Item	Frequency	Quantity	Comments
Milk (Fat 3.5%)	Daily	Limited(200 ml)	Sufficient number of functioning lactometers should be provided by the service provider
Toasted white/whole wheat bread with jam	Daily	Unlimited	
Butter	Daily	Unlimited	
Tea and Coffee	Daily	Unlimited	
Egg	Daily	Limited	2 Egg
Health drink	Daily	Limited (20gms)	One of these: Boost, Bournvita, Horlicks
boiled chana/beans;	Daily	Limited	Students can choose from 50 gms of boiled chana and peanuts and other beans
Cornflakes/Oats	Daily	Limited	Any one of them must be available as suggested by the Dining Committee. Students can choose from 25gms of Corn flakes or 25 gms Oats
Additional item	Daily	Unlimited	One item from the list mentioned in C2 as suggested by the Dining Committee

Table C1b: Lunch

Item	Frequency	Quantity	Comments
Roti # (with ghee and without ghee)	Once per meal	Unlimited	Ghee limited to 1 teaspoon per diner should be provided in the dining hall
Plain white rice	Once per meal	Unlimited	
Dal#	Once per meal	Unlimited	One item from the list of dals mentioned below, without repetition as suggested by the Dining Committee. A less-spicy variety of dal should be provided on request and for sick students.
Dry sabji#	Once per meal	Unlimited	One item from the list of dry sabjis mentioned below, without repetition as suggested by the Dining Committee
Vegetable curry#	Once per meal	Unlimited	One item from the list of vegetable curries mentioned below, without repetition as suggested by the Dining Committee
Curd/Lassi	Once per meal	Limited	100 grams of curd or 200 ml of lassi
Drinks#	With lunch during 18 weeks of summer	200 ml	One item from the list of drinks mentioned below. The 18 weeks will be decided by the Dining Committee (mostly summer). Exactly which drink is to be served on which day will also be decided by the Dining Committee in consultation with the service provider
Papad/Fryums	Once per meal	Unlimited	
Green salad	Once per meal	Unlimited	Should include prior washed cucumber/beetroot, chilli, tomato, onion, lemon, carrot
Pickle/Chutney	Once per meal	Unlimited	

The Dining Committee, in consultation with the contractor, will choose from the list of rotis, dals, dry sabjis, fried items, vegetable curries, and flavoured rice every month.

Table C1c: Evening Tea

Item	Frequency	Quantity	Comments
Tea and Coffee	Daily	Unlimited	
Milk	Daily	Limited(200ml)	
Additional item	Daily	Limited	One item from the list mentioned in C3 as suggested by the Dining Committee

Table C1d: Dinner

Item	Frequency	Quantity	Comments
Roti # (with ghee and without ghee)	Once per meal	Unlimited	Ghee limited to 1 teaspoon per diner and must be provided in the dining hall
Plain white rice	Once per meal	Unlimited	
Dal#	Once per meal	Unlimited	One item from the list of dals mentioned below, without repetition as suggested by the Dining Committee. A less-spicy variety of dal should be provided on request and for sick students.
Dry sabji#	Once per meal	Unlimited	One item from the list of dry sabjis mentioned below, without repetition as suggested by the Dining Committee
Vegetable curry#	Four times per week	Unlimited	One item from the list of vegetable curries mentioned below, without repetition as suggested by the Dining Committee. Will not be served on the days when chhola bhatura and paneer/egg curry is served.
Curd	Three times per week	Limited	100 grams
Papad/Fryums	Once per meal	Unlimited	
Green salad	Once per meal	Unlimited	Should include cucumber/beetroot, chilli, tomato, onion, lemon, carrot
Pickle/Chutney	Once per meal	Unlimited	

Chicken biryani	Once per week (Tentatively Sunday)	Limited	100 grams of Chicken. Basmati rice to be used
egg curry	Two times per week	Limited	2 eggs in each serving
Flavoured rice#	Three times per week	Unlimited	
Stuffed paratha	Once per week	Unlimited	One variety from the list of parathas in list in consultation with the Dining Committee
Dosa	Once per week	Unlimited	Served with two chutneys
Chhole bhatura	Once per week	Unlimited	
Sweet/Fruit	4 times in a week	One or two pieces	depending on the item

Dals:

Dal makhani, Dal tadka, Dal panchmahal, Rajma, Chole masala, Palak dal, Lasooni dal tadka, masoor dal, Ridged Gourd dal, Cucumber dal, Moong dal, Tomato dal Methi dal, Urad dal, Dal dhoi ki, Channa dal fry, Kaali dal, Dalcha, any other dal preparation as suggested by the Dining Committee

Dry sabjis:

Beans poriyal, Brinjal fry, Brinjal & capsicum fry, Tindora fry/ Poriyal, Cauliflower fry, Gobi 65, Gobi masala dar, Cabbage fry, cabbage pakoda, cabbage carrot fry, cabbage poriyal, cabbage with peas, Aloo jeera, aloo deep fry, aloo gobi, Potato brinjal fry, Cluster beans, Bhendi peanut fry, Bitter gourd, Raw banana fry, Beetroot poriyal, Carrot fry/ poriyal, Mix vegetable dry, Soya bean fry, Veg jalfrezi, , any other dry sabji as suggested by the Dining Committee

Vegetable curries

Mutter do Pyaza, Corn palak masala, Aloo tomato curry, Kadi pakodi, Dum aloo banarasi, Malai kofta/ hairyali kofta, Kadai veg, Mix veg curry, Veg jaipuri, Veg chatpata, Aloo palak, Bhendi do pyaza, Brinjal mutter curry, Gutti vankaya, Dhali baingan, Beerakai with milk/ Beerakai Pulusu, Tomato drumstick curry, Capsicum masala, Aloo mutter curry, Bottleguard curry, Meal maker thin gravey, Aloo gobi masala, Chamagudda pulusu, Veg korma, Aloo gobi masala, aloo beans curry, Turai channa, Patodi masala, Avial, Veg Manchurian, Mutter masala, Mix vegetables in hot garlic sauce/ Soya sauce, any other vegetable curry as suggested by the Dining Committee

Drinks:

Rasna, Tang, Roohafza, Khussharbat, Lemon juice, Jaljeera, Buttermilk, Aam panna.

Flavoured rice:

Jeera pulao, Peas pulao, Veg pulao, Veg fried rice, Sambar rice, Kichidi, Coconut rice, Lemon rice, Navaratan pulao, Tomato Rice, tamarind rice, any other special rice as suggested by the Dining Committee

Roti's:

Plain roti, Ragiroti, multigrain roti

Stuffed Paratha

Aaloo paratha, Onion Paratha, Mixed veg paratha, Gobhi paratha, Methi Paratha, Daal Paratha

Fruits:

Seasonal fruits

Sweets:

Carrot Halwa, Gulab Jamun, Kalakand, Jalebi, Shahi Tukda, Milk Barfi, Coconut Barfi, Kaja, Laddu, Sheera, Cold Rice kheer, Boondi rabdi, Ras malai, any other sweet as per the suggestion of Dining Committee

C2: Additional Menu items

The Dining Committee, in consultation with the contractor, will choose from the list of additional items to be served in breakfast to improve the palatability of the food. This is a part of the basic menu.

Breakfast Items
Idly/ Veg Idly/ Ragi Idly
Tomato bath/ Upma/ Semiya upma and poha
Masala Dosa
Poori with aloo subzi/ Channa masala
Uttapam
Luchi (Poori)-Ghughni
Stuffed paratha (Mix veg paratha, Radish paratha, Onion paratha, Aloo methi paratha, Gobhi paratha)
Plain paratha/Missi masala paratha/palak paratha with korma
Poori (Masala / Plain / Matar) & sabji
Poha/fafda and jalebi
Dal pakwan

Any other breakfast items suggested by the Dining Committee
Above items should be served with two of the following chutneys along with Sambar and karam podi
Groundnut or coconut chutney
tomato chutney or ginger chutney
Mint chutney or Pickle, Curd

C3: Additional Menu items

The Dining Committee, in consultation with the contractor, will choose from the list of additional items to be served in snacks to improve the palatability of the food. This is a part of the basic menu.

Snacks Items
Biscuit(one packed of Rs.10) of any brand listed in Brand section
Veg cutlet
Pav bhaji
Samosa/kachori (dal/pyazz)
Bhelpuri
Sandwich(aloo/veg/cheese)
Dhokla/ Pani puri
Bread pakora/pakora
Poori (Masala / Plain / Matar) & sabji
Corn chat/sweet corn
Dahi papdi
Any other snack items suggested by the Dining Committee

Item	Quantity	Comments
Roti/Phulka (withand without ghee), any other special roti as suggested by the Dining Committee	Unlimited	Ghee limited to 1 teaspoon per diner to be served in the dining hall
Plain white rice	Unlimited	
Jeera rice/Pulav/Veg. Biryani/any other special rice as suggested by the Dining Committee	Unlimited	Made with basmati rice

C4: Special Dinner/Lunch menu

Dal#	Unlimited	One item from the list of dals mentioned above (Table C1b), as suggested
Dry sabji#	Unlimited	One item from the list of dry sabjis mentioned above (Table C1b), as suggested by the Dining Committee
Paneer curry/Egg Curry#	Limited	50 gms of paneers or 2 Eggs should be served in the respective curries. Variety of the curry will be suggested by the Dining Committee
Papad/Fryums	Unlimited	
Drinks#	200 ml	Fresh fruit juice/Aerated drinks
Veg Soup	100 ml	As suggested by the Dining Committee
Vegetable salad	Unlimited	Cucumbers, tomatoes, carrots, beetroots, onions, lemons
Pickle/Chutney	Unlimited	
Sweet	1 or 2 pieces, depending on the item	Carrot Halwa/ Gulab Jamun/ Kalakand/ Jalebi/ Shahi Tukda/ Milk Barfi/ Coconut Barfi/ Kaja/ Laddu/ Sheera/ Cold Rice kheer/ Boondi rabdi/ Rasmalai, as suggested by the Dining Committee
Raita	Unlimited	
Ice cream	100 ml	
Veg. starters	150 g	One item, as suggested by the Dining Committee

Annexure - III

Minimum Staff Requirement:

The minimum number of staff to be employed by the service provider in different categories, for each mess are listed below:

Minimum Staff Requirement Per Mess

Staff Category	Minimum number of staff to be employed for each mess	Preferred Qualifications
Head Chef	01	Undergraduate or postgraduate degree in culinary arts, hotel management or catering technology viz., BA/MA in Culinary Arts, BSc/MSc in Hospitality and Hotel Management, and Bachelor/ Masters in Hotel Management (BHM/MHM)
Food and Beverage Manager	1	At least Undergraduate or postgraduate in Hospitality, Bachelor / Masters in Hotel Management and Catering Technology
Mess manager	1	Bachelor's/ Master's Degree / Diploma in Hotel Management with a minimum of 3 years of relevant experience in food service management of large-scale mess of educational institution or cafeteria operations or hotel or restaurant or private company.
Supervisors	3 (at least One on each floor of each Mess)	Bachelor's degree in Hotel Management, Culinary Arts, or a related field (preferred). Experience: 3-6 years of experience in food service or mess management, preferably in an educational or hostel setting.
Cash counter personnel	4	
Cooks/Kitchen-helpers	1 for every 200 students	
Servers	1 for every 100 students	
Kitchen-Dining Cleaners/Washers	1 for every 100 students	
Servers for drinking water	4 on each floor of the mess	

Annexure – IV

List of Permissible brands

Mess item	Brand
Salt	Tata, Annapurna, Himalaya, Organic Tattva, Ashirwad
Spices	M.D.H. Masala, Catch, Everest, Eastern, Tata
Ketchup	Maggi, Kissan, Heinz, Del Monte, Nestle
Oil (Sunflower)	Saffola, Fortune sunlight, Dhara Use of Hydrogenated (vanaspati) oil is strictly prohibited)
Atta(Wheat flour)	Ashirvad, Pillsbury, Annapurna, Fortune, Ganesh, Shakti Bhog
Instant Noodles	Maggi, Yipee, Top's, Top Ramen, Ching's
Flavoured drinks	Rasna, Roohafza, Mapro, Tang, Paper Boat, Real, B Natura
Masala Papad	Lijjat, Bhikharam Chandmal Bhujaiwala, Swastik, Annapoorna
Butter	Amul, Nestle, Mother Dairy, Britannia (use of margarine or any other butter is prohibited)
Bread & Bakery Products	Modern, Kwality, 15 AD
Paneer	Amul, Britannia, Mother dairy
Cornflakes	Kellogg's, Patanjali, Mohun's
Jam	Itissan, Mapro, Druk, Nestle, Top's, kissan
Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday
Cow Milk (Half Cream/non-toned) & Dairy Products	Amul, Mother Dairy, Country Delight, Britannia
Tea	Brooke bond, Lipton, Tata, Taaza, Taj mahal
Coffee	Nescafe, Bru, Tata, green label
Ice Cream	Amul, Mother Dairy, Kwality wall's, Havmor
Soya	Nutrela, Ruchi, Fortune

Rice	Kolum Rice Royal, Donur, India Gate, Daawat
Basmati Rice for special rice	Everyday, Daawat Devaaya, India Gate
Custard Powder	Brown Poison, Tops, Weikfield
Handwash (non-diluted)	Patanjali, Godrej, Lifebuoy, Dettol, Palmolive
All non-branded items	As decided by the committee
Dishwashing (only non-diluted liquid will be allowed)	Vim, Patanjali, Pril, Dettol, Xpert, Pitambari
Dal (Moong dhuli, Moong sabut, Moong chilke wali, Masur Dhuli, Masur Sabut, Chana dal, Arhar Dal, Kaala chana, Safed chana, Lobia/Raungi, Rajma, Urad sabut,	ISO:9001:2015 & FSSAI certified brands

- The use of monosodium glutamate (Ajinomoto) is strictly prohibited. Coloring agents known to cause health effects are strictly prohibited from use, only FSSAI approved coloring agent will be allowed. Any items prohibited under the RFP agreement should not be kept in the mess or its premise.
- All the vegetables/Dairy Products items should be of high quality.

Eligibility Criteria

Firm Name :			
Address :			
PRE-QUALIFICATION CRITERIA COMPLIANCE SHEET			
	FIRM DETAILS	YES/NO	DOCUMENTS REQUIRED
1	The service provider/ must have a minimum of five years of experience in providing Mess/catering services in any Central Government Organization/ State Govt. Institutions/Academic Institutions/ CFTIs in the last five years. (Satisfactory completion reports to be submitted).?		Experience proof should be provided in the form of a work order/purchase order, which must mention the start date and end date issued by the recognized firms on the letterhead. No other form of experience letter would be acceptable. <i>(Document(s) to be attached along with Annexure-I)</i>
2	The turnover in the service provider/in Mess/catering business during each of the last three financial years from the date of publication of the bid should have been INR 2 crore or higher.		ITR and GST returns of the firm/company <i>(Document(s) to be attached along with Annexure-I)</i>
3	The service provider/ should upload the Firm Incorporation/ registration, GST and PAN documents.		<i>(Document(s) to be attached in Annexure-I)</i>
4	Declaration on affidavit on Rs. 100/- stamp paper that the firm is not Black-listed/De-listed or has been put on any hold by any Indian Institutional Agency / Government Department/ Public Sector Undertaking. In case they have been blacklisted by any of the		<i>(Document(s) to be attached in Annexure-I)</i>

	Institutions, details of the same must be furnished.		
5	The agency must not be going through any major litigation, which could adversely affect the service of the vendor.		Self-declaration on the company's letterhead. <i>(Document(s) to be attached in Annexure-II)</i>
6	The service provider must hold a valid FSSAI and Labor License.		<i>Copy of FSSAI and Labor License</i> <i>(Document(s) to be attached in Annexure-I)</i>
7	The service provider/should have served at least 1500 people at one place or at least 1000 persons at two other places in a single shift daily for a period of at least one year within the last five years from the publication of the bid.		Relevant supporting documents i.e. Experience certificate, Invoices, vouchers/receipts indicating the serving of 1500/1000 persons. <i>(Document(s) to be attached in Annexure-I)</i>