

**Indian Institute of Technology Jodhpur Notice Inviting Tender
for running Fixed Menu-rate Mess Services at Veg Mess 02 at IIT Jodhpur Campus**

NIT No: IITJ/SPS/I/C/2026-2027/Mess/04 dated: 08/07/2026



**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**

<https://www.iitj.ac.in/Tenders>

Name of Organization	Indian Institute of Technology Jodhpur
Tender Notice No.	IITJ/SPS/I/C/2026-2027/Mess/04 dated 08/07/2026
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 Veg Mess 02 at IIT Jodhpur Campus
Is Multi Currency Allowed	No
Date of Issue/Publishing	08/07/2026
Document Download/Sale Start Date	08/07/2026
Pre bid Meeting Date and Venue	17/07/2026 at 11:00 AM , Office of Students, IIT Jodhpur
Document Download/Sale End Date	28/07/2026
Last Date and Time for Uploading of Bids	28/07/2026
Date and Time of Opening of Technical Bids	29/07/2026
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	170
EMD	₹ 19,33,200/
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 Veg Mess 02 (situated in Dining Hall 3) 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. The tender document can be downloaded from the CPP Portal (<http://eprocure.gov.in/eprocure/app>) and the Institute website <http://www.iitj.ac.in/tender/s/index.php?id=services>.

The bidders/service providers 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 / bidder 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/bidders should take into account any corrigendum published on the tender document before submitting their bids.
- 1.3. Service providers/bidders 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 documents 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 the 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 documents etc. on the website.

2. SEARCHING FOR TENDER/ DOCUMENTS

- 2.1. Once the service provider/bidder has selected the tender they are interested in, they may download the required documents / tender/ schedules. These tenders 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 providers/bidders, 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 providers can use “My Space” 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 the bid submission process.

4. SUBMISSION OF BIDS

- 4.1. Service provider / bidder should log into the CPP Portal well in advance for bid submission so that he/she uploads 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/bidder dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the service provider/bidder, opening of bids etc.

- 4.4. The service provider/bidder should follow this time during bid submission.
- 4.5. The uploaded tender/ documents become readable only after the tender/ opening by the authorized bid openers.
- 4.6. 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.
- 4.7. Kindly add scanned PDFs of all relevant documents in a single PDF file of the compliance sheet.

5. ASSISTANCE TO SERVICE PROVIDER/BIDDER

- 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 the 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/bidder may modify the bid document. All prospective service provider/bidder 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 the technical bid, the bid 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 technical qualification criteria of the tender and recommend short listed firms. The recommendation of the Committee is final and binding on all the parties. The Purchase Finalization Committee (PFC) may visit the service provider's/bidder's site to assess the capabilities to serve towards the tender services

- as per the scope of work.
- 6.2. The PFC will examine all the above criteria and may seek additional information from the existing users at IIT Jodhpur or from other Institutes.
 - 6.3. After the evaluation is completed and approved, IIT Jodhpur shall inform the SERVICE PROVIDER whose bids have been rejected technically with the reasons for rejection on e-Procurement Portal (<https://eprocure.gov.in/eprocure/app>).
 - 6.4. 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.
 - 6.5. In the event of seeking any clarification from various service provider(s)/bidder(s) by IIT Jodhpur, the service provider(s)/bidder(s) are required to furnish only clarifications that are asked for. In case a service provider/bidder 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/bidder 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 ₹ 19,33,200/- (Rupees Nineteen Lakh Thirty Three Thousand Two Hundred only) in favor of The Director, IIT Jodhpur in the form of Bank Guarantee, Fixed Deposit of a Scheduled Commercial 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 a scanned copy of the receipt of deposition of Earnest Money & will also submit an undertaking for submission of original EMD on the 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 (Annexure I).

- 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:

- 9.1. 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.
- 9.2. Withholding and/or providing wrong information for the current tender, shall lead to immediate service termination and blacklisting of the firm by IIT Jodhpur.
- 9.3. The contract for mess services at IIT Jodhpur is structured as a Licence Fee-based concession, wherein the selected Vendor / Service Provider will operate the mess facility and pay the Institute a periodic license fee for use of the premises, equipment and infrastructure. The Institute, in turn, fixes the menu rate at Rs. 170/- per student per day (exclusive of GST) for the benefit of students. In this revenue-sharing model, the bidder offering the highest license fee per month (H-1 bidder) represents the best financial return to the Institute, consistent with its obligations as a public institution to maximise utilisation of its assets. The H-1 selection methodology has accordingly been adopted for award of this contract.
- 9.4. 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.
- 9.5. 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 for Dining Hall 3	Reserve Price (per month)	Quoted License Fee (INR) per month (excluding GST) To be quoted by the bidder in .xls format in commercial bid on CPP portal only.
4055 Square Meters (for a total of 3 floors)	Rs. 9 lakh + GST @ 18%	

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 ₹ 28,99,800/- (INR Twenty-eight lakh ninety-nine thousand eight hundred Only) in the form of Bank Guarantee/FDR 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.

11. ELIGIBILITY CRITERIA

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

- 11.1. The service provider must have a minimum of five years of experience up to 30 June 2026 in providing mess services/corporate dining services in any Central Government Organization/ State Govt. Institutions/Autonomous bodies/CFTIs. Bidders are required to submit Experience/Work details as per **Annexure II**.
- 11.2. The service provider must have experience in providing mess services/corporate dining services while serving at least 1,500 persons per meal daily in 3-meal pattern (breakfast, lunch, and dinner) under one contract/work order, or at least 1,000 persons each under two separate contracts/work orders, for a continuous period of at least one year. Such experience must have been obtained within the last three years from 30 June 2026.

*Note: Satisfactory Work Completion Certificate/Experience Certificate issued by the client must be provided along with the work order/agreement/supporting documents, which must mention the start date and end date of the contract and number of persons served per meal daily in 3-meal pattern (breakfast, lunch, and dinner) issued by the recognized client on the letterhead with stamp of authority issuing the letter. Sample proforma is available in **Annexure II**.*

- 11.3. The Bidder should have a minimum annual turnover of Rs 2,00,00,000/- (Rupees Two Crores only) in each of the last three financial years (2022-2023, 2023-2024, 2024-2025). A duly signed Turnover Certificate from a Chartered Accountant, along with UDIN, must be attached in this regard as per **Annexure III**.
- 11.4. The service provider/must upload the Firm Incorporation/ registration, GST and PAN

documents.

- 11.5. Declaration on affidavit on Rs. 100/- stamp paper that the firm is not Blacklisted/delisted or has been put on any hold by any State/ Central Government/ PSU/Autonomous Body/ CVC. The declaration should be issued on or after publishing of the bid. In case they have been blacklisted by any of the Institutions, details of the same must be furnished as **Annexure IV**.
- 11.6. Declaration on affidavit on Rs. 100/- stamp paper that the firm is not going through any major litigation and should not have any controversial past in running the mess services. The declaration should be issued on or after publishing of the bid as **Annexure V**.
- 11.7. The service provider must hold a valid FSSAI and Labor License.
- 11.8. The service provider is required to submit a Letter for financial Bid as per **Annexure VI**.

12. SCOPE OF WORK

12.1 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 providing mess services at one of the vegetarian mess facilities operating on the IIT Jodhpur campus, to the satisfaction of the users and Institute authorities. The scope of work shall include the following:

(a) Operation and management of the designated vegetarian mess facility at IIT Jodhpur during specified time slots for the residents, as per the pre-decided list of menu items approved by the IIT Jodhpur authorities (**Annexure C**). The timings of the Mess shall be strictly adhered to. It may be noted that the timings may be revised by the Institute from time to time as per operational or academic requirements.

(b) It may further be noted that IIT Jodhpur may operate two or more vegetarian mess facilities in parallel on the campus depending upon operational requirements and student allocation. This tender pertains only to one such designated vegetarian mess facility as assigned by the Institute. The Institute reserves the right to open, close, merge, redistribute, or reallocate dining facilities and student allocations during the contract period without any financial liability or compensation to the Vendor / Service Provider.

(c) The approximate number of vegetarian residents (students and staff members) availing mess facilities on the IIT Jodhpur campus during the regular semester (January to April and mid-July to November) is around 3000 ($\pm 15\%$). During summer and winter vacations (i.e., June, July, and December each year), the number is approximately 1500 ($\pm 15\%$). The above figures are indicative only and are based on current projections. IIT Jodhpur does not guarantee any minimum occupancy, registration, allocation, or utilization of mess services. The actual number of students allocated to the concerned mess may vary depending upon student preference, hostel occupancy, academic schedules, operational requirements, and decisions of the Institute from time to time. Further, the Institute reserves the right to redistribute students among mess facilities as deemed necessary. The exact number of students allocated to the concerned mess shall be communicated separately as per the academic calendar and mess registration process.

(d) Engagement of the required staff as per *Annexure E* shall be undertaken by the Service Provider. IIT Jodhpur may require replacement of any personnel found unsuitable on grounds including hygiene, discipline, security, misconduct, medical unfitness, or operational reasons. It shall be mandatory that all deployed staff are of legal working age, suitably trained, and experienced for the assigned duties.

(a) Total Kitchen Area, Mess / Dining halls, Stair Case Area, Washrooms, and surrounding area:
3 floors

(a) The Service provider / must ensure preparation & distribution of vegetarian items as per menu.

(b) 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, has to be paid by the service provider.

12.2. Scope of Services

The *Vendor* shall be obligated to provide the following services:

- (1) Cooking and serving meals, i.e. Breakfast, Lunch, Tea and Dinner;
- (2) Facilitating procurement of raw material for and on behalf of the *Institute*;
- (3) Managing and controlling Stock and Inventory;
- (4) Cleaning utensils, crockery/cutlery, kitchenware properly;
- (5) Cleaning of cooking, dining, washing and tandoor areas, and kitchen, stores, and auxiliary areas and its surroundings up to 15 meters;
- (6) Maintenance, repair and security of the equipment, utensils and other items in the mess, kitchen and dining area;
- (7) Maintenance of Books, Ledgers and other records and documents related to functioning of mess;
- (8) Deployment and supervision of required manpower for the above mentioned tasks; and
- (9) Pest Control in Stores and Cold storage on a monthly basis along with its expenses;
- (10) Arrangement of any extra equipment required, apart from already available equipment in the mess, and their return on completion of its use.

Policy decisions including menu approval, rebate policy, dining schedules, student allocation, and related administrative matters shall remain under the authority of IIT Jodhpur. All such decisions will be the direct responsibility of the relevant executives of the *Institute*. The Sample Menu is attached in *Annexure C*. A flat regular rate (Rs. 170 + GST) would be followed for regular users, while a meal-wise rate (as per Institute approval) shall be followed for non-regular users.

12.3. Infrastructure and Equipment-Related Terms

The *Vendor* / Service provider shall agree to the following:

(a) IIT Jodhpur will only cater to passenger lift for student use and the ACs. Rest all repair and maintenance is the responsibility of the vendor/service provider.

(b) The Service provider must make all necessary arrangements to run the Veg Mess successfully at the campus. To enhance the aesthetic of the Mess, such as design of interiors/ placing wallpapers is 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 vendor/service provider.

(c) Security of allocated premises, equipment, fittings, fixtures, and 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) The Vendor / Service Provider shall be responsible for routine operation, upkeep, cleaning, and minor maintenance of kitchen equipment and associated operational infrastructure under its use, unless otherwise specifically communicated by IIT Jodhpur.

(e) Complete safety, housekeeping and hygiene of the mess, dining area, and surrounding area up to 15 meters from the building external wall shall be the responsibility of the Service provider.

12.4. Obligations of the Vendor/Service Provider

The *Bidder / Vendor / Service Provider* agrees to meet the following obligations as per the scope of service defined in this tender document:

- A. The Vendor / Service Provider shall provide vegetarian mess services at Dining Hall 3 at the rate of Rs. 170/- per student per day (exclusive of GST), inclusive of Breakfast, Lunch, Evening Snacks with Tea/Coffee and Dinner. This regular rate would be followed for regular users, while a meal-wise rate (as per Institute approval) shall be applicable for non-regular users.
- B. The Vendor/Service Provider shall pay the licence fee quoted by them in the financial bid. In addition the Vendor/Service Provider shall bear the electricity and water charges on an actual consumption basis, as per the Institute's rules and norms, as amended from time to time.
- C. The services under this tender shall be operated on three (03) floors as allotted by the Institute.

12.4.1 Catering and Dining Services

- (a) The Vendor / Service Provider shall provide the following meals/services to students and authorized users:
- Breakfast
 - Lunch
 - Evening Tea/Coffee with snacks
 - Dinner

The service shall also include Special Lunches/Special Dinners on festivals (listed in *Annexure B*) and at least once every month during non-festival periods, as decided by the Dining Committee, at no extra cost.

(b) Jain food shall be made available with every meal.

(c) Egg, egg-related products, non-vegetarian food items, or any packaged ingredient bearing a non-

vegetarian symbol under the Food Safety and Standards Act, 2006 and applicable Regulations shall neither be served nor stored in the Veg Mess premises. Any violation shall attract heavy penalty and/or disciplinary action as deemed appropriate by IIT Jodhpur.

- (d) The cyclic menu enclosed as ***Annexure C*** shall be strictly followed unless modified with prior approval of the competent authority or by mutual agreement.
- (e) The Vendor / Service Provider shall ensure that all food items are freshly prepared in a hygienic manner and served fresh and fit for consumption at all times. Tea and coffee shall be served hot.
- (f) The Vendor / Service Provider shall ensure that all ingredients including vegetables, cereals, spices, dairy products and packaged items used in food preparation are fresh, unexpired and of approved quality standards. All raw materials and ingredients shall conform to applicable food safety laws and, wherever applicable, bear AGMARK, ISI or FSSAI certification marks.
- (g) The Vendor / Service Provider shall maintain adequate stock of food grains, groceries, cooking gas and other consumables at its own cost and shall ensure hygienic storage of all raw materials.
- (h) Small samples of food served each day shall be preserved in a separate refrigerator for a minimum period of five (05) days for inspection or testing by the Institute or competent authority.
- (i) No cooked food or raw material from the mess shall be removed from the premises without prior permission of the competent authority. Raw materials stored within the mess premises shall be used exclusively for IIT Jodhpur mess operations.
- (j) The Vendor / Service Provider shall provide special meals, including *khichari*, boiled vegetables or medically advised food, to sick students or students with disabilities without additional charges. Such food shall be delivered to hostel rooms in appropriate non-plastic containers.
- (k) On special occasions or events, additional food items and revised timings may be provided with prior approval of the competent authority and on mutually agreed rates.
- (l) Special meals for non-regular users shall be charged only at rates approved by the Institute.
- (m) The Vendor / Service Provider shall cater to additional students/staff members beyond the regular capacity whenever required by IIT Jodhpur on short notice.
- (n) The Vendor / Service Provider shall also provide catering services at academic or residential areas within the IIT Jodhpur campus whenever directed by the Institute. Under no circumstances shall food services be extended outside the campus without prior written permission.
- (o) The tentative mess timings shall be as under, subject to revision by the Institute from time to time:

- Breakfast: 07:30 AM – 10:00 AM (Sat/Sun: 08:00 AM – 10:30 AM)
- Lunch: 12:15 PM – 02:45 PM (Sat/Sun: 12:30 PM – 03:00 PM)
- Evening Tea/Snacks: 05:30 PM – 06:30 PM
- Dinner: 07:45 PM – 10:30 PM

12.4.2 Staffing and Personnel Requirements

- (a) The Vendor / Service Provider shall deploy adequate trained and qualified manpower for efficient operation of the mess services including Managers, Supervisors, Cooks, Helpers, Bearers and Cleaners as outlined in ***Annexure E***.
- (b) One qualified Head Chef, in addition to regular cooks, possessing qualification in Hotel Management/Culinary Arts or equivalent recognized certification, shall remain available in the mess premises at all times. Relevant qualification documents shall be submitted to the Institute.
- (c) The Vendor / Service Provider shall appoint one qualified Mess Manager for each mess building. Such Manager shall possess qualification from Institute of Hotel Management and Catering

Technology (IHMCT) or equivalent Government-recognized institution.

- (d) Minimum staff strength shall be maintained as specified in **Annexure E**. IIT Jodhpur may require an increase in staff strength depending upon operational requirements or inspection findings, and the Vendor / Service Provider shall comply within ten (10) days.
- (e) The Vendor / Service Provider shall provide proper uniforms, aprons, gloves, headgear and other protective clothing to all deployed personnel at its own cost. Personnel without proper uniform shall not be permitted to work inside the campus.
- (f) The Vendor / Service Provider shall maintain complete records of all deployed personnel and submit updated staff details to the Institute from time to time. The Vendor / Service Provider shall also submit police verification reports, proof of identity, address details and any other verification documents of deployed personnel as may be required by the Institute. Any change in deployed manpower shall be promptly intimated to the Institute.
- (g) The Vendor / Service Provider shall ensure that no child labour is employed in any manner whatsoever. Violation of this condition shall constitute a material breach and may lead to immediate termination of the contract.
- (h) The Vendor / Service Provider or its employees shall not have any conflict of interest with IIT Jodhpur. The Vendor / Service Provider shall submit a declaration confirming that neither the Vendor nor its key personnel are employees or close relatives of employees of IIT Jodhpur.

12.4.3 Statutory Compliance and Employee Welfare

- (a) The Vendor / Service Provider shall comply with all applicable laws, rules, regulations and statutory requirements relating to food safety, labour, employment, wages, environment, public health and contract labour including, but not limited to:
 - Food Safety and Standards Act and Regulations
 - EPF Act
 - ESI Act
 - Minimum Wages Act
 - Contract Labour (Regulation & Abolition) Act
 - Payment of Wages Act
 - Payment of Bonus Act
 - Payment of Gratuity Act
 - Industrial Disputes Act
 - Workmen Compensation Act
 - Pollution Control and Environmental Laws

and all other applicable laws in force from time to time.

- (b) The Vendor / Service Provider shall be solely responsible for payment of wages, statutory dues, insurance, compensation and all employment-related liabilities of its personnel.
- (c) The Vendor / Service Provider shall provide health and accidental insurance coverage for all deployed employees at its own cost. IIT Jodhpur shall bear no liability for any accident, injury, illness or mishap involving the Vendor's personnel.
- (d) The Vendor / Service Provider shall maintain health cards and medical fitness records of all

deployed personnel. All staff engaged in food handling shall undergo medical examination at least once every three months through a registered medical practitioner, at the Vendor's cost. Any person found medically unfit or suffering from infectious disease shall be immediately replaced.

- (e) The Vendor / Service Provider shall submit monthly proof of deposit of PF and ESIC contributions along with relevant challans and certificates together with its payment invoices.
- (f) In the event of any breach or violation of applicable laws, rules or regulations by the Vendor / Service Provider or its personnel, the Vendor / Service Provider shall indemnify and keep indemnified the Institute against all losses, claims, penalties, litigation, proceedings, labour disputes, awards, damages and liabilities arising therefrom.

12.4.4 Operations, Hygiene and Maintenance

- (a) The Vendor / Service Provider shall ensure regular preventive maintenance and upkeep of all equipment, electrical items, kitchen appliances, furniture, utensils, drainage systems and allied infrastructure under its use.
- (b) All utensils, crockery and cutlery shall be thoroughly cleaned using safe and medically recommended cleaning materials and disinfectants and shall be replaced periodically, at least once every year where required.
- (c) The Vendor / Service Provider shall maintain high standards of hygiene and cleanliness in kitchen, dining and service areas including:
 - Cleaning of glass panels, fittings and furniture,
 - Regular disinfectant and deodorizing treatment,
 - Adequate supply of cleaning materials, napkins, towels and consumables,
 - Proper waste segregation and disposal,
 - Availability of soap/hand wash at wash basins,
 - Maintenance of sufficient stock of cleaning chemicals and dustbin bags.
- (d) Pest control operations, excluding stores and cold storage, shall be carried out fortnightly at the Vendor's cost.
- (e) The Vendor / Service Provider shall arrange periodic fire audit, deep cleaning, FSSAI audit and cleanliness audit through third parties and submit reports to the Institute.
- (f) The Vendor / Service Provider shall install and operate a bio-composter within the Institute premises at its own cost and share operational details with the Institute.
- (g) No liquor or intoxicating substances shall be stored, served or consumed in any mess, hostel or Institute premises.
- (h) The Vendor / Service Provider shall ensure minimum wastage of food and maintain daily records of food prepared and consumed. Weekly reports shall be submitted to the Office of Hostel Affairs.

12.4.5 Technology, Records and Monitoring

- (a) The Vendor / Service Provider shall implement and maintain an online system enabling:
 - Monthly registration of students,
 - Mess rebate,
 - Recording opt-out option for the students,

- Pay-on-demand (for non-regular users), and
 - Feedback and complaint submission.
- (b) The Vendor / Service Provider shall implement and maintain RFID/QR/equivalent attendance systems for meal-wise monitoring. RFID cards/QR access shall be provided without additional cost.
 - (c) Monthly mess selection (done by the students on Institute's ERP) and rebate data shared by the Mess Office shall form the basis of billing. Monthly attendance record for all regular users shall be provided by the vendor along with the bill and shall be used for monitoring purposes.
 - (d) Student registration and attendance records shall be periodically updated and preserved by the Vendor / Service Provider and made available to the Institute whenever required.
 - (e) The Vendor / Service Provider shall implement an effective feedback and grievance redressal system, preferably through a mobile application, and complaints raised by students shall be resolved within twenty-four (24) hours.
 - (f) The Vendor / Service Provider or its authorized senior representative shall attend monthly Dining Committee meetings. Failure to attend may attract penalty or other action by the Institute.
 - (g) IIT Jodhpur or any committee/official authorized by the Institute may inspect the kitchen, stores, dining areas, records, attendance registers, statutory compliance documents, invoices, raw materials, food preparation processes, hygiene standards, and related facilities at any time without prior notice.

12.4.6 General Conditions

- (a) The Vendor / Service Provider shall not sublet, assign or transfer the mess operations or run cloud kitchen services from the allotted premises.
- (b) The Vendor / Service Provider shall comply with all directions and instructions issued by IIT Jodhpur or its authorized representatives from time to time regarding operation and management of mess services.
- (c) The quality of services and food provided shall remain subject to inspection and satisfaction of the Institute. In case of deficiency, unhygienic practices or non-compliance, the Institute shall be entitled to impose penalties, recover damages or take any other action deemed appropriate.
- (d) In the event the Vendor / Service Provider fails to provide services in accordance with the contract or the expectations of the Institute, IIT Jodhpur shall have the right to take suitable punitive action, including deduction from bills, suspension or termination of the contract, as deemed appropriate.

12.4.7 Terms related to Cleanliness and Hygiene

- (a) The Vendor / Service Provider shall be responsible, at its cost, for the hygiene, 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, 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 Vendor / Service Provider 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 Vendor / Service Provider shall be in possession of a valid license from the Public Department or other Statutory / Local Authorities concerned, wherever required, without fail. Violations would attract financial

penalties. Health

- (b) IIT Jodhpur is a completely tobacco-free campus. Therefore, none of the staff deployed at the campus must be possessing or consuming tobacco products such as *bidi*, cigarettes, or chewing tobacco in any form, *gutkha*, masala, *paan*, etc. Further consumption or possession 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 the competent authority/designated committee without any advance notice.

12.4.8 Daily functioning of the Mess

(a) The Service Provider will ensure a **functional mess on all days** as per the rules pertaining to daily functioning of the veg mess outlined in ***Annexure B***. 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 only use the raw material of the brands approved by the Institute (***Annexure D***). 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 as mentioned in ***Annexure C***.

(d) The Vendor / Service Provider must arrange for payment of the amount of 5 months of quoted License Fees as advance as per Institute Norms.

Other charges are applicable as per actuals:

- Electricity charges (including taxes) as per actuals;
- Water charges (including taxes) as per actual usage.

The advance license fee deposited by the Vendor / Service Provider shall be adjustable against future license fee liabilities in accordance with Institute norms and shall not carry any interest.

12.5 Terms & Conditions

12.5.1. Contract Period and Scope

The Contract shall initially remain valid for a period of one (01) year from the date of commencement of services. The performance of the Vendor / Service Provider shall be evaluated by IIT Jodhpur upon completion of the contract period. Subject to satisfactory performance and mutual agreement, the Contract may be renewed for a further period of up to four (04) years, one year at a time, with such additions, deletions, modifications, or revised terms as may be mutually agreed between the Parties.

Notwithstanding the above, IIT Jodhpur reserves the right to curtail, reduce, alter, modify or terminate the Contract/agreement at any time, wholly or partly, without assigning any reason, including but not limited to deficiency in service, sub-standard quality, breach of contract, non-compliance with statutory provisions, labour laws, safety standards, change in institutional requirements, or any other ground considered appropriate by the Institute. The Institute reserves the right to terminate the contract partially

or fully at any time in the event of persistent poor performance, breach of contractual conditions, food safety violations, abandonment of services, statutory non-compliance, misconduct, or any act prejudicial to the interests of the Institute. Termination by the Institute may be effected by giving one month's written notice.

12.5.2. Nature of Services and Expertise

The Vendor / Service Provider shall be specialized and experienced in providing and maintaining vegetarian mess/catering services and shall deploy professionally qualified, trained, skilled and dedicated personnel for all categories of work as detailed in the Scope of Work and other contract documents.

The Vendor / Service Provider shall ensure that:

- All deployed staff possess relevant qualifications, certificates, diplomas or degrees pertaining to their assigned duties;
- Sufficient manpower is deployed at all times for uninterrupted and efficient operation of the services; and
- The quality and standards of services remain in accordance with the requirements of IIT Jodhpur.

The performance and service standards of the Vendor / Service Provider shall be regularly monitored and evaluated by the Institute and penalties, as prescribed under *Annexure F* or elsewhere in the Contract, may be imposed for non-performance, poor quality, delay, hygiene issues, non-compliance or any deficiency in services.

12.5.3. Deployment, Verification and Conduct of Staff

(a) The Vendor / Service Provider shall deploy only medically fit, disciplined, trained and verified personnel. The Vendor / Service Provider shall provide and periodically update before the Institute:

- identity details,
- latest photographs,
- permanent and present addresses,
- Police Verification Reports (PVR),
- medical fitness details/health records, and
- any other documents as may be required by IIT Jodhpur,

in respect of all personnel deployed at the Institute.

(b) The Vendor / Service Provider shall engage only such personnel whose antecedents, character and police verification have been duly verified. The Institute shall not bear any cost towards such verification. The Vendor / Service Provider shall remain fully responsible for the conduct, discipline, safety and behaviour of its deployed personnel.

(c) The Vendor / Service Provider shall:

- issue employment cards/photo identity cards to all deployed personnel at its own cost;

- ensure that deployed staff wear proper uniforms and display valid ID cards while on duty;
- maintain muster rolls, attendance records, wage registers, PF/ESI records and all statutory registers under applicable laws; and
- produce the same before IIT Jodhpur or statutory authorities whenever required.

(d)The Vendor / Service Provider shall not employ any person below 18 years of age. Employment of child labour shall result in immediate termination of the Contract.

(e)The Vendor / Service Provider shall ensure that no unauthorized person, including its own staff, stays within hostel premises without prior written approval of the competent authority. Any violation shall attract penalty and other action as deemed fit by the Institute.

(f)The Vendor / Service Provider shall immediately replace any personnel found medically unfit, suffering from communicable disease, involved in misconduct, indiscipline, negligence, criminal activity, breach of confidentiality, sexual harassment, disorderly behaviour or otherwise found unsuitable by IIT Jodhpur. The decision of IIT Jodhpur in this regard shall be final and binding.

(g)The Vendor / Service Provider shall ensure that its staff:

- behave courteously and professionally;
- maintain discipline and proper decorum within campus;
- do not consume alcohol, tobacco, gutkha, paan or narcotic substances;
- do not indulge in gambling, betting, immoral or illegal activities;
- do not loiter unnecessarily or misuse mobile phones during duty hours; and
- do not participate in trade union activities, protests or agitation within the campus.

(h)The Vendor / Service Provider shall remain solely responsible for supervision, grievance redressal, wages, statutory compliance and management of its employees.

12.5.4. Employer–Employee Relationship

(a)For all purposes, the Vendor / Service Provider shall be the sole employer of the personnel deployed at IIT Jodhpur and there shall be no employer–employee relationship between IIT Jodhpur and the deployed personnel.

(b)The deployed personnel shall not claim any employment, absorption, regularization, compensation or service benefits from IIT Jodhpur under the Industrial Disputes Act, Contract Labour Act or any other law. The Vendor / Service Provider shall obtain undertakings from all deployed personnel confirming the same and shall furnish copies to IIT Jodhpur whenever required.

(c)In case of any litigation, dispute or proceedings initiated by deployed personnel or authorities, the Vendor / Service Provider shall defend, indemnify and keep IIT Jodhpur harmless against all claims, liabilities, losses, costs and legal expenses.

12.5.5. Statutory Compliance and Indemnity

- (a) The Vendor / Service Provider shall comply with all applicable Central, State and local laws, statutes, rules, regulations, orders and notifications including but not limited to:
- Minimum Wages Act,
 - EPF & MP Act,
 - ESI Act,
 - Contract Labour (Regulation & Abolition) Act,
 - Food Safety and Standards Act and Regulations,
 - GST laws,
 - Labour welfare legislations,
 - Pollution Control and Environmental laws,
 - and all other applicable statutory provisions.
- (b) The Vendor / Service Provider shall:
- deposit all taxes, levies, cess and statutory dues with appropriate authorities within prescribed timelines;
 - maintain statutory records and submit periodic returns;
 - furnish documentary proof/challans relating to PF, ESIC, GST and other statutory compliances whenever required by IIT Jodhpur;
 - submit statutory payment receipts along with invoices for release of payment; and
 - remain solely liable for all legal and statutory obligations concerning its personnel and operations.
- (c) Principal Employer Recovery Right: It is expressly agreed that IIT Jodhpur is the Principal Employer within the meaning of the Contract Labour (Regulation and Abolition) Act, 1970 (CLRA). In the event the appropriate Government authority or any court orders IIT Jodhpur, as Principal Employer, to pay wages, dues, or statutory contributions to any deployed worker of the Vendor / Service Provider on account of default by the Vendor / Service Provider, the entire amount so paid by IIT Jodhpur shall be recoverable from the Vendor / Service Provider by deduction from pending bills, the Security Deposit, or through any other lawful means, without prejudice to any other remedy available to the Institute. The Vendor / Service Provider shall obtain and maintain at all times a valid Registration Certificate under the CLRA and shall produce the same on demand.
- (d) Failure to comply with statutory obligations shall entitle IIT Jodhpur to recover any loss, liability, penalty, damages or expenditure from pending bills, Security Deposit or through legal recourse.
- (e) All documentary proof deposited with statutory authorities shall be produced within seven (07) days whenever called for by IIT Jodhpur, failing which a penalty of Rs.100/- per day may be imposed.

12.5.6. Food Safety, Hygiene and Health Compliance

- (a) The Vendor / Service Provider shall be exclusively responsible for ensuring compliance with all laws and standards relating to food safety, hygiene, storage, preparation, handling and service of food items, including applicable provisions of:
- Food Safety and Standards Act,
 - Prevention of Food Adulteration laws,
 - Essential Commodities Act,
 - Legal Metrology/Weights & Measures laws,
 - and all related rules and regulations.
- (b) The Vendor / Service Provider shall ensure that:
- all food served is fresh, hygienic, safe and fit for consumption;
 - no stale, adulterated or contaminated food is served;
 - all staff are medically fit and periodically examined;
 - all applicable hygiene and sanitation standards are maintained; and
 - any incident relating to infection, food poisoning or unsafe food is immediately addressed at its own risk and cost.
- (c) In the event of any suspected food contamination, food poisoning, infection outbreak, or medical emergency attributable to mess operations, the Vendor / Service Provider shall immediately inform IIT Jodhpur authorities, preserve food samples, cooperate with investigations, provide all relevant records, and take immediate remedial measures at its own risk and cost.
- (d) In case IIT Jodhpur suffers any liability, loss, legal proceedings or expenditure that is directly and proximately caused by a proven act or omission of the Vendor / Service Provider in relation to food contamination, infection, food poisoning, unsafe food or statutory non-compliance, the Vendor / Service Provider shall fully indemnify and reimburse IIT Jodhpur for all reasonable costs, damages and legal expenses actually incurred. For the avoidance of doubt, the Vendor / Service Provider's indemnity obligation shall not extend to any liability arising from the negligence, act or omission of IIT Jodhpur or its employees, agents, or other contractors.

12.5.7. Restriction on Assignment and Sub-Contracting

The Vendor / Service Provider shall not transfer, assign, pledge or subcontract, wholly or partly, any part of the Contract or services without prior written approval of IIT Jodhpur.

12.5.8. Damage, Loss and Liability

- (a) IIT Jodhpur shall not be responsible for any theft, loss, damage, injury, accident or death involving the Vendor / Service Provider's staff, equipment, vehicles or belongings.
- (b) The Vendor / Service Provider shall be responsible for any damage caused to Institute property by its personnel and IIT Jodhpur shall be entitled to recover such losses from pending dues or Security Deposit.

12.5.9. Use of Institute Name and Campus Discipline

- (a) The Vendor / Service Provider and its staff shall not use the name, logo or identity of IIT Jodhpur for any purpose without prior written permission.
- (b) The Vendor / Service Provider shall comply with campus discipline, security and environmental policies including the Institute's plastic-free campus policy and applicable Government restrictions on single-use plastics.
- (c) The Vendor / Service Provider shall not contact media, press or outside agencies regarding matters related to IIT Jodhpur without prior written approval of the Institute.
- (d) The Institute shall not be a party to, nor bear any financial or legal responsibility for, any transactions, agreements, or disputes between the selected Mess Vendor and their third-party suppliers or employees. Any delays or defaults in payments by the Vendor to such third parties shall be the sole liability of the Vendor. The Institute shall under no circumstances be held responsible or liable for any claims, damages, or losses arising from such third-party payment delays.

12.5.10 Payment Terms & Process:

- (a) The Vendor / Service Provider shall be solely responsible for making payment to its deployed staff at IIT Jodhpur by the 7th of each month without fail.
- (b) The Vendor / Service Provider 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 Vendor / Service Provider 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 Vendor / Service Provider due to contingencies, payment of wages to the staff by Vendor / Service Provider should not be linked with receiving of payment from IIT Jodhpur and shall be independent of the same.
- (d) Payment to the deployed staff must be made by the Vendor / Service Provider through e-transfer only.
- (e) The entire financial liability in respect of staff deployed in IIT Jodhpur shall be of the Vendor / Service Provider. IIT Jodhpur will in no way be liable for the same.
- (f) The Vendor / Service Provider 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 Vendor / Service Provider 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
- (i) Act / Rules, as amended from time to time and a certificate to this effect shall be provided to the Vendor / Service Provider by IIT Jodhpur.

- (j) The Vendor / Service Provider shall maintain all statutory registers under the Law and submit periodical returns and statements. The Vendor / Service Provider shall produce the same, on demand, to the concerned authorities and to IIT Jodhpur or any other authority under Law.
- (k) If as a result of post payment audit any overpayment/desired deduction etc. is detected in respect of any work done by the Vendor / Service Provider or alleged to have been done by the Vendor / Service Provider, it shall be recovered by IIT Jodhpur from the Vendor / Service Provider.

12.5.11. Institute Events and Additional Services

The Vendor / Service Provider shall provide catering/mess services for Institute events, official functions, staff, visitors and other activities as directed by the competent authority on mutually agreed rates and menu.

12.5.12. Service Levels and Complaint Redressal

(a) The Vendor / Service Provider shall comply with all Service Level Requirements prescribed by IIT Jodhpur (as outlined in *Annexure A*) including:

- timely complaint redressal,
- proper waste segregation and disposal,
- maintenance of feedback systems,
- biocomposter operations,
- hygiene standards,
- and CSR/free meal activities as directed by the Institute.

(b) The Vendor / Service Provider shall maintain records of food prepared, consumed and wasted, and submit reports to the Institute periodically.

(c) The Vendor / Service Provider shall maintain a defined escalation mechanism for grievance redressal involving the Mess Supervisor, Mess Manager, Mess Office, Dining Committee/Wardens, Associate Dean (Hostel Affairs), as applicable.

(d) Service Level requirements may be revised by IIT Jodhpur from time to time.

12.5.13. Performance Security and Penalties

In case of breach of contractual obligations, non-performance, statutory violations, misconduct, poor hygiene, deficiency in service or any violation of the Contract, IIT Jodhpur shall be entitled to:

- impose penalties,
- recover losses/damages,
- deduct amounts from bills,
- forfeit the Performance Security Deposit, and/or
- terminate the Contract.

Such remedies shall be in addition to any other rights available under Law. Penalty or recovery amounts may be recovered from running bills, pending dues, Performance Security Deposit, or any other amount payable to the Vendor / Service Provider.

12.5.14. Revision of Mess Rates

Any future revision of the mess rates will be based on the decision of the competent authority and mutual consent of the Vendor. No revision of rates shall be considered before completion of one year. From the second year onwards, a revision may be considered on an annual basis, subject to the following:

- (a) The Vendor / Service Provider shall submit a written request supported by documentary evidence, including commodity price indices, GST notifications, or audited cost statements, at least sixty (60) days before the proposed revision date.
- (b) Revision shall not exceed five percent (5%) per annum of the prevailing rate unless extraordinary circumstances, including a statutory increase in minimum wages exceeding 10% or documented spike in commodity prices above 20%, are demonstrated to the satisfaction of the competent authority.
- (c) All revisions require prior written approval of the competent authority of IIT Jodhpur.
- (d) Revision of the license fee quoted by the Vendor shall be a matter of separate negotiation and shall not be linked to the menu rate revision.

12.5.15. Adjustment Clause

In case any adjustment is required in previously paid bills regarding non-utilization, short utilization, excess charges or dues, or any other reason approved by the Institute, the vendor shall issue the appropriate Credit Note or Debit Note against the respective transactions.

12.5.16 Packing and delivery charges, wherever specifically approved by IIT Jodhpur for special events, home/room delivery, or other authorized services, shall be billed separately only with prior approval of the competent authority and shall not form part of the regular monthly mess billing.

12.5.17 Operational Requirements for Mess Services

Operational requirements should properly accommodated: waste disposal, feedback system, complaint handling, biocomposter usage, and CSR meals (as described in *Annexure A*).

12.5.18 Continuity of Essential Services

The Vendor / Service Provider shall ensure uninterrupted functioning of the mess services **on all days throughout the contract period**, including weekends, holidays, examination periods, festivals, summer/winter vacations, and during any emergency or exigency situation affecting the campus operations.

The Vendor / Service Provider shall make adequate contingency arrangements for manpower, cooking gas, raw materials, transportation, water storage, power backup, equipment maintenance, and other operational requirements to ensure continuity of services without disruption.

Temporary difficulties including shortage of manpower, supply chain delays, equipment breakdown, transportation issues, or internal operational constraints of the Vendor / Service Provider shall not ordinarily constitute valid grounds for suspension, stoppage, or reduction of mess services.

In the event of any disruption or anticipated disruption in mess operations, the Vendor / Service Provider

shall immediately inform the Institute authorities and take all necessary steps to restore normal services at the earliest.

IIT Jodhpur reserves the right to make temporary alternative arrangements for continuation of mess services in the event of failure of the Vendor / Service Provider to maintain essential services, and the associated expenditure may be recovered from the pending dues, bills, or Performance Security Deposit of the Vendor / Service Provider. The cost of any such alternative arrangements shall be borne by the Vendor / Service Provider.

12.5.19 Exit Management and Handover

Upon expiry or termination of the Contract, the Vendor / Service Provider shall peacefully hand over the allotted premises, furniture, fixtures, equipment, utensils, records, access devices, and all Institute property in good and usable condition, subject to normal wear and tear.

The Vendor / Service Provider shall cooperate with IIT Jodhpur or any newly appointed agency during transition and handover of operations to ensure uninterrupted continuation of mess services. Any loss, damage, shortage, or non-return of Institute property identified during handover shall be recoverable from pending dues or the Performance Security Deposit.

12.5.20 Termination of Contract

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

Before invoking immediate termination, the Institute shall, except in cases of imminent threat to the health, safety or security of students or staff, issue a show-cause notice to the Vendor / Service Provider and provide a reasonable opportunity (not less than 48 hours) to respond. The competent authority shall consider the response before passing a termination order. In cases of immediate health or security risk, termination may be effected first and the show-cause process completed thereafter.

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

- i) Food poisoning: single or multiple instances,
- ii) Fraud
- iii) Misrepresentation
- iv) Submission of forged documents
- v) Corruption
- vi) Criminal misconduct
- vii) Sexual harassment
- viii) Repeated violation of statutory obligations

- ix) Backlisting by any Govt. Authority
- x) Lapses in security at the Hostel,
- xi) Mismanagement/loss of Institute property/Mishandling of student data/misbehavior etc.

The Institute reserves the right to terminate this contract, subject to the provision of at least one (01) month's written notice to the Vendor / Service Provider, except in cases of immediate termination as enumerated below, in which case the Institute shall record reasons in writing before or contemporaneously with the termination order.

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.

12.5.21 Survival Clause

Notwithstanding the expiration or termination of the contract for any reason whatsoever the provisions relating to indemnity, confidentiality, penalties, liquidated damages, audit and inspection rights, recovery of dues, blacklisting, statutory compliances, arbitration, jurisdiction and all such obligations which by their nature are intended to survive, shall continue to remain in full force and effect and shall survive the termination or expiry of the contract until fully discharged.

12.5.22 Liquidated Damages

Without prejudice to other remedies available to the institute, for any deficiency in service, non-performance, hygiene violation, delay, shortage of staff, poor food quality, failure of compliance or breach of obligations, the institute shall be entitled to recover liquidated damages and penalties as per Annexure F or as determined by the competent authority, and such amounts may be deducted from pending bills, security and such amount may be deducted from pending bills, security deposit or any other payable dues.

12.5.23 Confidentiality and Data Protection Clause

- (a) The Vendor / Service Provider shall maintain strict confidentiality of all data, records, student information, institute information, operational details, and any other confidential material accessed during the execution of this Agreement. No such data shall be disclosed, copied, transferred, stored externally, or used for any purpose other than the execution of this contract, without prior written approval of IIT Jodhpur.
- (e) The Vendor / Service Provider acknowledges that student data collected or processed in connection with mess operations, including registration data, meal attendance, and payment information, constitutes 'personal data' within the meaning of the Digital Personal Data Protection Act, 2023 (DPDP Act). The Vendor / Service Provider shall act as a 'Data Processor' on behalf of IIT Jodhpur as 'Data Fiduciary' and shall process student personal data only for the purposes specified in this contract and in accordance with IIT Jodhpur's instructions.
- (f) The Vendor / Service Provider shall implement appropriate technical and organisational safeguards to protect personal data from unauthorised access, disclosure, or breach.

- (g) On expiry or termination of this contract, the Vendor / Service Provider shall, within thirty (30) days, securely destroy or return all personal data held in connection with this contract, and provide written certification to IIT Jodhpur confirming such destruction or return.
- (h) Any breach of data confidentiality or personal data security shall result in immediate termination of the contract and the Vendor / Service Provider shall indemnify IIT Jodhpur against all penalties, fines or liabilities arising under applicable data protection laws.

13. 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 mutually appointed by both parties. In the event the parties fail to agree on an arbitrator within thirty (30) days of one party's written request, the arbitrator shall be appointed by the Indian Council of Arbitration (ICA) or any other statutory/institutional body agreed by the parties, in accordance with its rules and procedures. The arbitrator so appointed shall be an independent person not connected with either party. 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 a 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 is 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 Vendor/Service provider 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 Vendor/Service provider is not satisfied, they may approach the concerned Mess Warden/Office of Hostel Affairs/Associate Dean (Hostel Affairs), and if not resolved these offices, he/she may approach the Director of the Institute, and if not resolved by the Director, then finally to the arbitrator appointed as per the Arbitration and Conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.

Notwithstanding the above, disputes of a value less than Rs. 10,00,000/- (Rupees Ten Lakhs) shall first be subject to a mandatory mediation period of thirty (30) days before invocation of arbitration. Either party may invoke arbitration only upon failure of mediation or upon the expiry of the mediation period, whichever is earlier.

14. Force Majeure

Neither IIT Jodhpur nor the Vendor / 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. The affected party must notify the other party in writing within 7 days of the occurrence of *Force Majeure* along with documentary evidence and shall take all reasonable steps to mitigate the impact. Force majeure shall not include shortage of manpower, financial incapacity, vendor negligence, equipment breakdown due to lack of maintenance, failure of suppliers, or labour disputes internal to the Vendor / Service Provider.

In the event that such *Force Majeure* condition continues for a continuous period of six months and prevents both parties from fulfilling their contractual obligations, the Parties shall mutually consult to determine the future course of action regarding the implementation of the agreement.

Annexure A

Operational Requirements for Mess Services

MESS SERVICES			
S.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 an 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.		

Rules pertaining to daily functioning of the Veg Mess

THE FIXED RATE FOR THE MENU IS Rs. 170/- (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 ***Annexure 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, as decided by the Dining Committee, at no extra cost. The menu of special dinner/lunch is given in Schedule C5.

Special Menu Days: Special meals to be served on the following occasions:

- New Year
- Republic Day
- Holi
- Janmashtami
- Raksha Bandhan

- Ganesh Chaturthi
 - Independence Day
 - Navratri/Dussehra
 - Diwali
 - Eid
 - Christmas
 - During Ramzan
 - A special menu (for lunch or dinner) is to be served once a month during non-festival months. The menu will be provided by the Dining Committee. An indicative menu is available in ***Annexure C*** (Table C5).
8. Food should be served and maintained warm at all times.
 9. Extra charges for any institute event should be decided in negotiation with the Warden In-charge and Dining Committee.
 10. Self-service and sufficient numbers of counters, as decided by the Dining Committee, should be operational.
 11. 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.
 12. All students will be allowed to avail the mess rebate as per Institute guidelines issued from 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, the Mess Office shall inform the vendor regarding bill deduction.
 13. 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 the composter.
 14. 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.
 15. Special fasting food should be provided as requested by residents at no extra cost if requested by at least 10 residents.
 16. Water should be served at tables, and salt dispensers must be filled and available at all times
 17. The service provider must maintain the cleanliness of the dining area.
 18. Curd must be served with parathas at all times.
 19. Use of dalda/vanaspati ghee/palm oil is NOT allowed.
 20. Basmati rice should be used to cook special lunch/dinner and *pulav/veg biryani*.
 21. 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.
 22. Use of high pressure equipment such as boilers or industrial capacity pressure cookers is strictly prohibited in the kitchens.
 23. *Sick meal*: To be ordered in advance, consisting of khichdi, dalia, curd, milk, fruits, or as advised by a doctor (except in emergency cases).

24. *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.
25. 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 should 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.
26. Monthly/Festive Special Dinner: Special dinner/lunch menu (as per Table C5, Annexure C) will be followed, or as decided by the Dining Committee.

C1: Basic Menu
Table C1a: Breakfast

Item	Frequency	Quantity	Comments
Milk (Fat 3%)	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	
Banana	Daily	Limited	2 Bananas
Health drink	Daily	Limited (20 gms)	One of these: Boost, Bournvita, Horlicks
Boiled chana/beans	Daily	Unlimited	
Cornflakes/Oats	Daily	Limited	Any one of them must be available as suggested by the Dining Committee. Students can choose from 50 gms of Corn flakes or 50 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)	In each meal	Unlimited	As mentioned in C4
Plain white rice	In each meal	Unlimited	As mentioned in C4

Dal	In each meal	Unlimited	One item from the list of dals mentioned below (Table C1e), 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	In each meal	Unlimited	One item from the list of dry sabjis mentioned below (Table C1e), without repetition as suggested by the Dining Committee
Vegetable curry	In each meal	Unlimited	One item from the list of vegetable curries mentioned below (Table C1e), without repetition as suggested by the Dining Committee
Curd/Lassi	In each meal	Limited	200 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 (Table C1e). The 18 weeks will be decided by the Dining Committee (mostly summer). The schedule of the drink to be served will also be decided by the Dining Committee in consultation with the service provider. For regular items (such as fresh nimbu pani/jaljeera), the quantity is unlimited.
Papad/Fryums	In each meal	Unlimited	
Green salad	In each meal	Unlimited	Should include prior washed cucumber/beetroot, chilli, tomato, onion, lemon, carrot
Pickle/Chutney	In each meal	Unlimited	
Seasonal Fruits	Four times a week	Unlimited	

Note: 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 (200 ml)	
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)	In each meal	Unlimited	As mentioned in C4
Plain white rice	In each meal	Unlimited	As mentioned in C4
Dal	In each meal	Unlimited	One item from the list of dals mentioned below (Table C1e), without repetition as suggested by the Dining Committee. A less-spicy version of dal should be provided on request and for sick students.
Dry sabji	In each meal	Unlimited	One item from the list of dry sabjis mentioned below (Table C1e), 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 (Table C1e), without repetition as suggested by the Dining Committee. Will not be served on the days when chhole bhaturey and paneer curry is served.
Curd	Three times per week	Limited	200 grams per person (18 weeks of summer)
Papad/ Fryums	In each meal	Unlimited	
Green salad	In each meal	Unlimited	Should include cucumber/beetroot, chilli, tomato, onion, lemon, carrot

Pickle/Chutney	In each meal	Unlimited	
Paneer biryani	Once per week (Tentatively Sunday)	Limited	150 grams of paneer. Basmati rice to be used.
Paneer curry	Two times per week	Limited	100 grams of paneer in each serving
Flavoured rice#	Three times per week	Unlimited	
Chhole bhatura	Once per week	Unlimited	
Sweet/Icecream	4 times in a week	Limited	Depending on the item (as decided by Dining Committee)

Table C1e: Indicative list of dishes/menu items

Dals	Dal makani, 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 dhoki, 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 masaladhar, 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 Piyaza, Corn palak masala, Aloo tomato curry, Kadi pakodi, Dum aloo banarasi, Malai kofta/hariyali kofta, Kadai veg, Mix veg curry, Veg jaipuri, Veg chatpata, Aloo palak, Bhendi do pyaza, Brinjal mutter curry, Gutti vankaya, Dhahi baingan, Beerakai with milk/ Beerakai Pulusu, Tomato drumstick curry, Capsicum masala, Aloo mutter curry, Bottleguard curry, Meal maker thin gravey, Alo 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, Khushsharbat, Lemon juice, Jaljeera, Buttermilk, Aam panna, or any other item suggested by the Dining Committee

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
Rotis	Plain roti, Ragi roti, 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 the Dining Committee.

C2: Additional Menu items for Breakfast

The Dining Committee, in consultation with the Vendor/Service Provider, 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
Idli/Veg Idli/Ragi Idli/Fried Idli
Tomato bath/Suji Upma/Vermicelli Upma/Poha
Masala Dosa
Poori with aloo sabzi/chana masala
Uttapam
Poori/Luchi/Ghughni
Stuffed paratha (Mix-veg paratha, Radish paratha, Onion paratha, Aloo methi paratha, Gobhi paratha, etc.)
Plain paratha/Missi masala paratha/palak paratha with korma
Poori (Masala/Plain/Matar) & sabji/chana masala
Poha/fafda and jalebi

Dal pakwan
Any other breakfast items as suggested by the Dining Committee

The above items should be served with two of the following chutneys (along with Sambar and Karam Podi wherever applicable)

- Groundnut or coconut chutney
- Tomato chutney or ginger chutney
- Mint chutney or Pickle, Curd

C3: Additional Menu items for Snacks

The Dining Committee, in consultation with the Vendor/Service Provider, 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 packet of Rs.10) of any approved brand listed in Brand section
Veg cutlet
Pav bhaji
Samosa/kachori (dal/pyaz)
Bhelpuri
Sandwich (aloo/veg/cheese)
Dhokla/Pani puri
Bread pakora/pakora
Poori (Masala/Plain/Matar) & sabji
Corn chat/sweet corn
Dahi papdi
Any other snacks items as suggested by the Dining Committee

C4: Roti / Rice		
Item	Quantity	Comments
Roti/Phulka (with and without ghee), any other special roti as suggested by the Dining Committee	Unlimited	Ghee to be made available separately (not limited).
Plain white rice	Unlimited	
Jeera rice/Pulav/Veg. Biryani/any other special rice as suggested by the Dining Committee	Unlimited	Made with basmati rice

C5: Special Dinner/Special Lunch menu

Item	Quantity	Comments
Roti/Phulka (with and without ghee), any other special roti as suggested by the Dining Committee	Unlimited	
Plain white rice	Unlimited	
Jeera rice/Pulav/Veg. Biryani/any other special rice as suggested by the Dining Committee	Unlimited	Made with basmati rice
Dry sabji	Unlimited	One item from the list of dry sabjis mentioned above (Table C1e), as suggested by the Dining Committee
Paneer curry	Limited	100 gms of paneer 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	200 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, or 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 D
Quality of Ingredients

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	Saffola, Fortune sunlight, Dhara (Sunflower/Soyabean/any other as suggested by the Dining Committee) Note: 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, Kwalitiy, 15 AD
Paneer	Amul, Britannia, Mother dairy
Cornflakes	Kellogg's, Patanjali, Quaker, Nestle
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
Any 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, etc.	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 agents 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.

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	01	At least Undergraduate or postgraduate in Hospitality, Bachelor / Masters in Hotel Management and Catering Technology
Mess manager	01	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 institutions or cafeteria operations or hotel or restaurant or private company.
Supervisors	03 (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	04	
Cooks/Kitchen-helpers	01 for every 200 students	
Servers	01 for every 100 students	
Kitchen-Dining Cleaners/Washers	01 for every 100 students	
Servers for drinking water	04 on each floor of the mess	

Annexure F Penalties

Penalties applicable on the Vendor/Service Provider

Instance	Penalty	Frequency
Insect found in the cooked food	Rs.15,000/-	each occasion
Soft objects like hair, rope, plastic, cloth etc. found in the cooked food	Rs. 10,000/-	each occasion
Three or more complaints of unclean utensils being used in the mess / dining hall on each occasion and complaints not resolved by the bidder / vendor / service provider.	Rs. 20,000/-	each occasion
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 / vendor / service provider.	Rs.50,000	Day basis
Use of non-FSSAI/ non-approved brands of food items by the bidder / vendor / service provider (Compliance of brand is mandatory)	Rs. 2,00,000/-	each occasion
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 bidder / vendor / service provider.	Rs. 1,00,000/-	each occasion
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
The mess vendor / service provider has to provide proper cutleries as per the strength of the students.	Rs. 1,00,000/-	each occasion
Unauthorized stay of the workers on campus	Rs. 2,00,000/-	each occasion
Miscellaneous	As decided by the Institute	

The Service provider 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.

Annexure I

Eligibility Criteria

Firm Name :			
Address :			
TECHNICAL EVALUATION CRITERIA COMPLIANCE SHEET			
	FIRM DETAILS	Reference Page No.	DOCUMENTS REQUIRED
1	The service provider must have a minimum of five years of experience up to 30 June 2026 in providing mess services / corporate dining in any Central Government Organization/ State Govt. Institutions/Autonomous bodies/CFTIs.	Attached at Page No _____	Satisfactory Work Completion Certificate/Experience Certificate issued by the client <i>(Document(s) to be attached along with Annexure-II)</i>
2	The service provider must have experience in providing mess services / corporate dining services while serving at least 1,500 persons per meal daily in a 3-meal pattern (breakfast, lunch, and dinner) under one contract/work order, or at least 1,000 persons each under two separate contracts/work orders, for a continuous period of at least one year. The said experience must be within the last three years from 30 June 2026.	Attached at Page No _____	Satisfactory Work Completion Certificate/Experience Certificate issued by the client.

3	The Bidder should have a minimum annual turnover of Rs 2,00,00,000/- (Rupees Two Crores only) in each of the last three financial years (2022-2023, 2023-2024, 2024-2025) . A duly signed Turnover Certificate from a Chartered Accountant, along with UDIN , must be attached in this regard as per Annexure III.	Attached at Page No _____	ITR and GST returns of the firm/company <i>(Document(s) to be attached along with Annexure-I)</i>
4	The service provider/must upload the Firm Incorporation/ registration, GST and PAN documents.	Attached at Page No _____	Firm Incorporation/ registration, GST, and PAN
5	Declaration on affidavit on Rs. 100/- stamp paper that the firm is not Blacklisted/delisted or has been put on any hold by any State/ Central Government/ PSU/Autonomous Body/ CVC. The declaration should be issued on or after publishing of the bid. In case they have been blacklisted by any of the Institutions, details of the same must be furnished as Annexure IV	Attached at Page No _____	Self-declaration on Rs. 100/- stamp paper <i>(Document(s) to be attached as per Annexure-IV)</i>
6	Declaration on affidavit on Rs. 100/- stamp paper that the firm is not going through any major litigation and should not have any controversial past in running the mess services. The declaration should be issued on or after publishing of the bid as Annexure V .	Attached at Page No _____	Self-declaration on Rs. 100/- stamp paper <i>(Document(s) to be attached as per Annexure-V)</i>

7	The service provider must hold a valid FSSAI and Labor License.	Attached at Page No _____	<i>Copy of FSSAI and Labor License</i>
8	Letter for Financial Bid	Attached at Page No _____	<i>(Document(s) to be attached as per Annexure-VI)</i>

DETAILS OF SIMILAR WORK EXECUTED

S No	Name of the client and full address	Details of work performed	Number of persons served per meal daily in a 3-meal pattern (breakfast, lunch, and dinner)	Period of work (starting and ending)	Value of work completed in Contract for providing services	Feedback on the work undertaken (Good/ Satisfactory/ Unsatisfactory) with supporting documents	Name, Designation and email address/ telephone number of the officer to whom reference may be made	Work Completion Certificate is enclosed at page no.	Remarks, if any
1									
2									
3									

1. Copy of the work order and/or self-certified certificate will not be accepted as a certificate of experience. If any document other than a certificate of experience is produced, such document will not be accepted as relevant. Bids not accompanied by the certificate of experience issued by the client will automatically stand disqualified.

2. The certificate of experience should be exclusively for the supply of mess services/corporate dining services.

3. The certificates not clearly specifying the value of the work of providing mess services **and the number of persons served per meal daily in a 3-meal pattern (breakfast, lunch, and dinner)** during the period of the contract **WILL NOT BE ACCEPTED**. Those bidders having experience with IIT Jodhpur should mandatorily obtain Experience/Satisfactorily Work Completion certificate from IIT Jodhpur and include the same in their bid, failing which the bid stands disqualified.

Signature:

Name of Authorized Signatory:

Designation:

Seal of the Organization:

Date:

Annexure III

TURNOVER CERTIFICATE

**(TO BE ISSUED BY PRACTISING CHARTERED ACCOUNTANT ON THE LETTERHEAD
OF CA)**

This is to certify that M/s _____ (Name & Address) is in the business of (Mess Services). Their Turnover in each Financial Year during the preceding 03 (Three) years from Mess Services are as given below:

Financial Year	Turnover from Mess Services (in Rs.)	Total Turnover (in Rs.)
FY 2022-23		
FY 2023-24		
FY 2024-25		

This is further to certify that the above turnover is in line with the turnover declared by the agency in their Income Tax Returns filed under PAN NO. _____

Place:

Date:

Seal and signature of Cost/ Chartered Accountant (UDIN)

SELF-DECLARATION – NON-BLACKLISTING

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

To,

The Director
Indian Institute of Technology Jodhpur
NH 62 Nagaur Road Karwar 342030
Jodhpur, Rajasthan

Sir,

In response to the Bid/NIT No. _____ date _____, I/We hereby declare that presently our Company/Firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body/ CVC.

We further declare that presently our Company / Firm is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body/CVC on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our security may be forfeited in full and the bid if any to the extent accepted may be cancelled.

Thanking you,

Signature:

Name of Authorized Signatory:

Designation:

Seal of the Organization:

Date:

SELF-DECLARATION – ANY MAJOR LITIGATION

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

To,

The Director
Indian Institute of Technology Jodhpur
NH 62 Nagaur Road Karwar 342030
Jodhpur, Rajasthan

Sir,

In response to the Bid/NIT No. _____ dated,
I/We _____ hereby declare that,

(a) I/We hereby declare that no major litigation, legal proceeding, inquiry, or case is pending against me/us as on date. Further, I/we do not have any controversial past records in relation to the mess services.

OR

(b) I/We hereby declare that the following major litigation/legal proceedings/cases are pending against me/us as on date in relation to the mess services. The details of such litigation/proceedings are enclosed with the Technical Bid.

(Attach separate sheet, if required.)

Note: Strike out one of the above which is not applicable.

Thanking you,

Signature:

Name of Authorized Signatory:

Designation:

Seal of the Organization:

Date:

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 (Veg Mess 02) 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 (Veg Mess 02) at IIT Jodhpur Campus”.

To meet such requirements and to provide services as set out in the Bid document, I/we attach hereto our response as required by the Bid document, which constitutes our proposal. I/we undertake, if my/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 my/our proposal is accepted, I/we will submit the Performance Security Deposit Bank Guarantee in favor of “The Director, IIT Jodhpur” for the amount specified in the Bid Document and issued by a scheduled commercial bank in India as acceptable to IIT Jodhpur.

I/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. I/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." I/we understand that if at any point of time it is noticed/discovered by IIT Jodhpur that as information given by me/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

Important Note

1. The payment to the staff deployed by the bidder at IIT Jodhpur for “Mess Services (Veg Mess 02) 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 work order.

List of Annexures

Annexure A Operational Requirements for Mess Services

Annexure B Rules pertaining to daily functioning of the Veg Mess

Annexure C Menu

C1: Basic Menu

Table C1a: Breakfast

Table C1b: Lunch

Table C1c: Evening Tea

Table C1d: Dinner

Table C1e: Indicative list of dishes/menu items

C2: Additional Menu items for Breakfast

C3: Additional Menu items for Snacks

C4: Roti / Rice

C5: Special Dinner/Special Lunch menu

Annexure D Quality of Ingredients

Annexure E Minimum Staff Requirement

Annexure F Penalties

Annexure I Eligibility Criteria

Annexure II Details of Similar Work Executed

Annexure III Turnover Certificate

Annexure IV Self-declaration - Non-blacklisting

Annexure V Self-declaration - Any major litigation

Annexure VI Letter for Financial Bid