

 <b>IIT PALAKKAD</b>	<b>भारतीय प्रौद्योगिकी संस्थान पालक्काड</b> <b>INDIAN INSTITUTE OF TECHNOLOGY PALAKKAD</b> <b>अहलिआ एकीकृत कैम्पस, कोज़िपारा</b> <b>Ahalia Integrated Campus, Kozhipara</b> <b>पालक्काड- 678 557</b> <b>Palakkad- 678 557</b>	दूरभाषसंख्या Phone no: 04923 – 226 561/586  ईमेल Email : purchase@iitpkd.ac.in
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**Tender No. : IITPKD/MESS/04/2018**

**Date: 24.04.2018**

**NOTICE INVITING TENDER AND SCHEDULE OF EVENTS:**

Sealed Tenders are invited under **Two Bid System** (Technical Bid & Financial Bid) from reputed, experienced and financially sound parties for the following work:

Name of the Work	Catering Services (Breakfast, Lunch, Evening tea with snacks and Dinner) in the Hostel Mess at IIT Palakkad, Transit Campus, Pudussery, Palakkad for approximately <b>235 persons</b>
Tender No.& Date	<b>IITPKD/MESS/04/2018 &amp; 24<sup>th</sup> April 2018</b>
Last Date for Submission / Receipt of completed Tender	<b>15.05.2018 at 2.00 PM</b>
Earnest Money Deposit (EMD)	<b>EMD at Rs.1,50,000/-</b>
Contract Period	The period of contract will be one year. The contract may be extended to another two years on the basis of performance at the end of each year.
Issue of Tender	The Tender document can be downloaded from the Institute's website <a href="https://iitpkd.ac.in/tenders">https://iitpkd.ac.in/tenders</a> . Please keep visiting our website for any corrigendum /amendments and submit the bid documents accordingly
Pre-Bid Meeting & Venue	<b>02.05.2018 at 11.00 AM</b> Venue: Conference Room (Room No.102), Academic Block, IIT Palakkad, Ahalia Integrated Campus, Kozhipara, Palakkad – 678 557.
Last date of Submission of Tender	<b>15.05.2018 at 2.00 PM</b>
Opening of Tender & Evaluation of technical part.	<b>Part – A – Technical Bid</b> The Technical Tender documents shall be opened on <b>15.05.2018 at 2.00 PM</b> in the presence of authorized representatives of the bidders. <b>Part – B – Financial Bid</b> Financial Bid of the technically acceptable bidders as recommended by the Tender committee shall be opened at a later date after evaluation of the technical bids.
Presentations by Qualified Bidders	On a date to be announced later, in the presence of authorized representatives of technically qualified bidders. This presentation will carry weightage in the final selection of bidder
Contact Person (For any clarifications)	<b>Dean Students</b> <b>IIT Palakkad, Ahalia Integrated Campus,</b> <b>Kozhipara, Palakkad -678 557</b> <b>Phone no: 04923 226 341</b>
Proposed Date to Commence Catering operations	<b>25<sup>th</sup> July 2018</b>

## IMPORTANT INSTRUCTIONS

1. Read the tender documents carefully before filling.
2. Sign each page with seal.
3. **PART 'A'** should contain –
  - a. Technical Bid with all relevant signed documents as mentioned in Terms and Conditions
  - b. Earnest Money Deposit (EMD)
  - c. Sealed envelope with superscription “**TENDER FOR CATERINGSERVICES AT IIT PALAKKAD, TRANSIT CAMPUS, PUDUSSERY, PALAKKAD - PART A**”
4. **PART 'B'** should contain only Financial Bid

Sealed envelope with superscription “**FINANCIAL BID FOR CATERING SERVICES AT IIT PALAKKAD**”**Transit Campus, Pudussery, Palakkad**. Financial Bid should mention only prices in the stipulated format without any condition. The prices shall be filled up both in figures and in words and the total amount shall be calculated and rounded off to the nearest rupee. No overwriting or use of correction fluid shall be accepted. Any corrections shall be legible and signed by the authorized signatory.

5. Put PART 'A' and PART 'B' in separate sealed covers along with one more cover for EMD of Rs.1,50,000/-and all three sealed covers in one cover addressed to “ **The Registrar, Indian Institute of Technology Palakkad, Ahalia Integrated Campus, Kozhipara, Palakkad -678 557**” with superscription on the cover as “**TENDER FOR CATERING SERVICES AT IIT PALAKKAD**, Transit Campus, Pudussery Palakkad” and send it to us. It should reach us on or before **2:00 PM on 14.05.2018** in the office of The Registrar, IIT Palakkad.
6. Application forms can be downloaded from the Institute website <https://iitpkd.ac.in/tenders>. Please keep visiting our website for any corrigendum /amendments and submit the bid documents accordingly.
7. IIT Palakkad accepts no responsibility for any loss/delay/non-receipt of offers not submitted in person. Offers received late/incomplete will be summarily rejected.
8. The technical bid will be opened at **2.00 PM on 14.05.2018** in the presence of the representatives of the Tenderers if present.
9. The financial bids of only those Tenderers whose technical Tenders are recommended by Tender Committee will be opened at a later date after evaluation of the technical bids. The date & time of opening the financial bid will be intimated to the Tenderers in advance through email & telephone.
10. During the opening of the two-bid Tender the name of Tenderers who have submitted their offers will only be read out and no other information/details whatsoever, will be shared at this stage.
11. The offer of the Tenderer shall be valid for 6 (Six) months from the last date of submission of Tender/revised offer (if any).

12. In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competence of contractors to provide high quality services according to the time schedule and in close co-ordination with the Mess Committee.
13. The Institute reserves the right to modify the conditions of the tender, at any time, without assigning any reasons for the same.
14. IIT Palakkad reserves the right to accept/reject any Tender in part or full, without assigning my reason whatsoever.
15. If the last date of receiving/opening of the Tenders coincides with a holiday, then the next working day shall be the receiving/opening date.

**REGISTRAR, IIT PALAKKAD**

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# **1. Introduction**

Indian Institute of Technology Palakkad is an autonomous body set up by the Ministry of HRD, Government of India, in 2015.

The Institute is looking for an agency to handle the catering services in the Hostel Mess for approximately 235 persons. The ideal profile of the agency that we want to engage for our catering service will have following attributes:

- 1.1 Should have rich, varied and vast experience of having handled similar services for large academic campuses of repute.
- 1.2 Should have highly motivated, disciplined, trained and experienced workforce in catering service.
- 1.3 Should have experienced, educated & trained supervisors of good disposition who can continuously interact and serve the occupants/guests to their satisfaction.

## **2. Eligibility Criteria.**

- 2.1 The Tenderer should have minimum 3 years of experience in institutional catering activities in educational institutions such as IIMs, IITs, IISERs, Universities, or other reputed Institutions
  - 2.2 The firm must have been registered during the financial year 2017-18 in similar line of business.
  - 2.3 The Tenderer should have carried out three similar works each costing not less than amount equal to 40% of the estimated cost  
(Or)  
Two similar completed works each costing not less than the amount equal to 50% of the estimated cost.  
(Or)  
One similar completed work costing not less than the amount equal to 80% of the estimated cost.
  - 2.4 Solvency certificate for an amount not less than Rs.10 Lakh should be enclosed.
  - 2.5 Last three years' balance sheet certified by a Chartered Accountant with a minimum turnover (During the last three years put together) of Rs.60 Lakhs in Catering services.
  - 2.6 Copy of last three years Income Tax Returns.
  - 2.7 Should possess statutory requirements\* such as labour license, PF, ESIC, GST Registration and PAN card for their existing businesses. The firms should have valid license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business.
  - 2.8 It is desirable that the firm should have valid ISO 9001-2008 certification.
  - 2.9 The firm has to bid for all the items mentioned in the tender document. The tender document will not be considered valid in case of non-fulfilment of this criterion.
- \* The proof of the above requirements is to be enclosed along with the tender documents.

### **3. Scope of Work**

Broadly, the services involve “Catering Services (Breakfast, Lunch, Evening tea with snacks and Dinner) in the Hostel Mess at IIT Palakkad, Transit Campus, Pudussery Palakkad“ for approximately 235 persons.

#### **3.1 Catering Service**

The Institute offers residential programs to around **235 students** on the Transit campus. The tenderer should provide “**BREAKFAST, LUNCH, and EVENING TEA/COFFEE WITH SNACKS & DINNER**”. While the information given here will be reasonably sufficient to assess the quantum and types of catering and related services required by the Institute, it is advisable for the intending Tenderers to visit the campus to acquaint themselves with the actual location of the Hostel and the dining area and kitchen in the mess building before submitting the tenders under two bid system.

#### **3.2 Menu & Timing of Students Dining Hall**

- a. Food to be served in the Hostel Mess shall comprise of two parts.
  - Common Menu
  - Extra Items which are chargeable (As per list enclosed)

A sample of common menu for each week is given as Annexure A. A detailed list of items for Breakfast, Lunch, Evening Snacks and Dinner as well as the quantity of each item is given in Annexure B. A list of compulsory extra items (which are chargeable) is also present in Financial bid structure.

- b. The Mess Committee shall modify the menu every month in consultation with the contractor with a view to improve the palatability of the food.
- c. Any food /Beverage item indicated in the above mentioned menu can be replaced by an equivalent item after due approval of the Officer in charge.

#### **Timings of the Students Dining Hall (All 7 days) for IIT PALAKKAD**

<b>Particulars</b>	<b>Timings (Hr)</b>	<b>Weekends (Hr)</b>
Breakfast	07:00 – 09:00	8.00 -10.00
Lunch	12:00- 14:15	12.30-14.30
Tea & Evening Snacks	16:30- 18:00	16:30- 18:00
Dinner	19.00-21.00	19:00 – 21:00

In respect to extra items which are packaged products (biscuits, soft drinks, chips, ice creams etc) the Caterer has to ensure –

- availability of sufficient stocks.
- the quality of the available brand is as suggested by the Mess committee.
- they are sold on MRP or less.

## **4. Terms and Conditions of Contract**

### **4.1 Introduction**

The essence of this contract is to prepare and serve food as per the requirement of IIT Palakkad. The Institute has adopted highest quality standards for all its activities and the bidder is required to render services meeting stringent standards.

### **4.2 Definitions**

Unless repugnant to the subject or context of usage, the following expressions used herein shall carry the meaning hereunder respectively assigned to them, namely;

- 4.2.1 The expression “Owner” and/or “Institute” occurring in the Tender document shall mean Indian Institute of Technology Palakkad, and shall include its successors and assigns.
- 4.2.2 The expression “Bidder” shall mean the Tenderer who submits the Tender for the work and shall include the successors and permitted assigns of the Tenderer.
- 4.2.3 The expression “Contractor” or “Caterer” shall mean the Tenderer selected by the Institute for the performance of the subject work and shall include the successors and permitted assigns of the contractor.
- 4.2.4 “Officer-in-Charge” shall mean any officer of the Institute authorized to act as the Officer-in-charge for the work or any specified part thereof.
- 4.2.5 “Work” and “Scope of Work” shall mean the totality of the work/services and supplies of food and materials by expression or implication envisaged in the contract and equipment shall include all material, equipment and labour required for commencement, performance, provision or completion thereof.
- 4.2.6 “IIT Palakkad” or “Institute” shall mean Indian Institute of Technology Palakkad
- 4.2.7 “Contract” shall mean the contract for the work and shall include the Notice Inviting Tender, Tender document, the terms and conditions of tender, the Letter of Acceptance, accepted rates and all the documents mentioned in the tender document.

### **4.3 Essential Technical Requirement**

- 4.3.1 The bidder must have the required and valid statutory registration for rendering the catering and its allied services.
- 4.3.2 No legal proceedings(s) and/or Industrial dispute(s) claiming wages or any other payment from or employments with the principal Employers have been initiated by any present employee or previous employee of the bidder or of any partner of the bidder. This will have to be supported by an appropriate declaration in the form of an affidavit which if found to be false could not

only lead to criminal prosecution but could be attended by termination of the contract and award of the work to another caterer at the caterer's risk and cost.

- 4.3.3 Notwithstanding anything stated in the Tender document, IIT PALAKKAD reserves the right to assess the bidder's capability and capacity to perform the contract (should the circumstances warrant such an assessment in the overall interest of IIT Palakkad) and the decision of IIT Palakkad in this regard shall be final and binding.

#### **4.4 Electricity, Water and Other Facilities**

IIT Palakkad shall provide the water, electricity and kitchen area.

- 4.4.1 IIT Palakkad shall arrange cooking gas connection and deposit for cylinder. Refilling has to be done by the contractor/Caterer at their cost.
- 4.4.2 Electricity should not be used for cooking purpose. Electricity charges for consumption exceeding 250 units per month will be borne by the contractor.
- 4.4.3 Any equipment required for the cooking and serving is to be procured by the Caterer. Any equipment purchased would remain the property of the Caterer and can be taken away at the termination of this contract. Equipments like freezer, fridge, Bread Toaster, 'Plates & Spoons Sterilizers', Fly catchers also have to be mandatorily arranged by the contractor.
- 4.4.4 Required no. of Plates, Glasses, Spoons, and Cups will be provided by the Institute.
- 4.4.5 Adequate number of healthy appliances, cooking and serving utensils, chef dishes, etc is to be made available by the contractor.
- 4.4.6 Food Waste, unwashed food plates and other rubbish is required to be cleaned /cleared immediately.
- 4.4.7 Pest-Control: The contractor at all times will keep the cook house/dining hall/washing area free from flies/cockroaches/mosquitoes/rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the contractor at all times. Disinfestation should be done weekly or monthly as decided by the mess committee.
- 4.4.8 The contractor would ensure clearance of all the drains in and around the kitchen and dining hall at all times and will ensure disposal of waste food articles & other garbage from the campus premises frequently & regularly at their own cost. The institute will not pay any extra amount for the same.
- 4.4.9 No. of Cooks and Waiters- The contractor will ensure sufficient no. of uniformed waiters in the students dining hall (not less than 04 with 01 supervisor) during all major meal timings.



- 4.4.10 The contractor will arrange for any additional facilities, utilities, equipment and inputs required for the production and service of various items of food. The Contractor shall be responsible for ensuring proper utilization of all the facilities that includes furniture, utilities provided by IIT Palakkad without any manner of abuse or excess use. And also keep the kitchen and surrounding area absolutely tidy and free from any damage. For any loss or damages to the premises, fittings, fixtures and equipment, recovery at market rates would be effected from the contractor's bill and the material/item repaired or replaced at their own cost.
- 4.4.11 Notwithstanding anything elsewhere provided herein, the firm may be penalized if the contractor does not rectify any defect in the maintenance, upkeep, hygiene and cleanliness of the kitchen and/or equipment to a state satisfactory to the Officer-in-charge within 10 (Ten) days of notice in writing.
- 4.4.12 Feed back cum Complaint register should be made available at all times in the mess area
- 4.4.13 Penalty Clause – As mentioned in Annex C
- 4.4.14 The contractor will be responsible for any major or minor repairs and will arrange for regular maintenance of all the equipment in the Hostel Mess.
- 4.4.15 Caterers should not use any artificial color, 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.
- 4.4.16 Special diets (for students who are sick) would be organized on request.

#### **4.5 Conditions of Work**

- 4.5.1 Efficiency, promptness, quality of food, quality service, Hygiene, good behaviour and politeness of the caterer and their staff are the essence of the contract. The caterer is required to supervise the operations at all working hours and their manager or supervisor shall personally supervise operations in the kitchen and dining area.
- 4.5.2 Work shall be carried out by the caterer as per the conditions of the contract.
- 4.5.3 The caterer shall engage sufficient number of fully trained and adequately experienced staff and arrange to provide refresher-training course for them as and when required and as per the direction of the Institute.
- 4.5.4 The caterer will try their best to save energy by using latest technology in catering service areas.
- 4.5.5 All the catering staff should be medically fit. They should be free from any contagious diseases. The caterer shall get their employees medically examined once in three months and submit fitness certificate to the officer-in-charge.
- 4.5.6 The contractor will require submitting of medical report and police verification of the newly joined employees within 10 days of their joining.

- 4.5.7 The caterer shall provide appropriate uniform to all their staff engaged by them and deployed on IIT PALAKKAD duty in sufficient quantity. The uniforms should be worn during working hours, and should be cleaned at regular intervals..
- 4.5.8 The employees of the contractor shall be provided gate passes by the Institute, which will entitle them to enter the premises of the Institute. However, they will be subjected to checking at any or every time of their entry or exit by the Institute's Security Personnel and such checking may also include physical search.
- 4.5.9 Issue of gate passes shall be subject to the approval of the Officer-in-charge and such approval shall be subject to the caterer furnishing to the officer-in-charge, copy of letter of appointment issued by the caterer to each person with respect to whom the gate passes is sought, signed in acceptance by the persons to whom the letter of appointment is given.
- 4.5.10 The gate pass may be withdrawn without assigning any reason.
- 4.5.11 The gate passes issued to the caterer's personnel shall not ordinarily exceed the number which will be communicated to them by the Institute from time to time except to meet emergent, casual or temporary requirements.
- 4.5.12 The caterer's personnel shall not indulge in entertaining their guests/outside in the IIT PALAKKAD premise, and shall not loiter in the IIT PALAKKAD premises and shall not normally move out of their specified area of operation.
- 4.5.13 The caterer shall get the menu approved by the Officer concerned or the representative of the students. The officer-in-charge may make any subsequent change in the menu in consultation with the Students Committee, and contractor.
- 4.5.14 Polythene bags / plastic cups shall not be used in the IIT PALAKKAD premises. Plastic containers / polythene pouches in which any milk products or eatables are generally sold should be disposed of as quickly as possible.

#### **4.6 Additional Services on demand**

- 4.6.1 IIT PALAKKAD may organize conferences, schools, workshops etc. from time to time. Catering for the guests arriving on such occasions may be entrusted with the caterer. The caterer will be given advance intimation in this regard by IIT Palakkad. The caterer may modify their activities accordingly.
- 4.6.2 On request from the mess committee the caterer shall operate a night counter upto midnight on direct payment basis from the users. Prices of items made available in the night canteen are to be decided in consultation with the mess committee.

#### **4.7 Period of contract and Cost Escalation Clause**

- 4.7.1 The period of contract will be **one year**. The contract may be extended to another two years by mutual consent on the basis of satisfactory performance of the contractor. The rates quoted shall remain firm during the first year of

the contract. There will be a review of the performance at the end of each year along with a provision for annual price escalation of up to 5% per annum to absorb the increase in the input costs.

- 4.7.2 The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further the contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same in preference to anyone else.
- 4.7.3 Notwithstanding anything contained in other clauses of the Tender document, the contract will automatically terminate if and to the extent that the continuation of the contract or any part thereof become illegal or legally void / untenable for any cause.
- 4.7.4 Upon the termination of the contract (except termination due to illegality) the Institute shall be entitled, at the risk and cost of the contractor, to arrange for the meals for the balance period of the contract as contemplated in the scope of the work through an independent agency or agencies and to adjust any differential amount thus incurred from the contractor (in addition to any other amounts, compensation and damage that the Institute is entitled to in terms of the contract or otherwise) from the security deposit or any other amounts due or becoming due to the contractor.

#### **4.8 Payment of Bills**

- 4.8.1 The contractor will collect the payment from the concerned offices /guests as advised from time to time by the Institute, in cashless mode.
- 4.8.2 In case of students compulsorily dining in the student mess, the institute will arrange to collect the mess deposit from the students in advance. The caterer will submit the monthly bill to the Institute to claim the monthly catering charges of the students compulsorily dining in the mess.
- 4.8.3 The students who are not covered under the above scheme of compulsory dining and are willing to avail mess food will make monthly advance payment to the caterer at least 7 days prior to commence of the month. The caterer will issue coupons to these diners.
- 4.8.4 Monthly statement of mess charges will be prepared by the Contractor and circulated to students for verification. The Contractor is required to settle the mess account of students at the end of each term. The whole procedure of Attendance and payment will be monitored by the committee of the students and Hostel warden or Hostel Manager.
- 4.8.5 Mess charges are billed on actual expenses incurred on the food consumed. Monthly feast will not be charged extra. If a student goes out of station for more than two consecutive days, he/she is allowed a mess rebate (as applicable) provided the absence from the campus is officially permitted by the chairperson of the concerned program and the mess supervisor is informed about the absence well in advance by writing in mess rebate register kept in the Dining hall/mess office. To avail the mess rebate students should ensure

that they give at least 24hours prior notice in writing to the mess supervisor. Exemption for mess charges is allowed only for full days. Exemption for part of a day is not entertained. No other refund is admissible on mess charges.

#### **4.9 Earnest Money Deposit (EMD)**

Tenderer should submit the **EMD@ Rs.1,50,000/-** along with the tender by way of Demand Draft /Cheque drawn in favour of “ **IIT PALAKKAD HOSTEL**” Payable at **PALAKKAD**. Any tender without the EMD will be considered as NON-RESPONSIVE and **SUMMARILY REJECTED**. Photo /Fax copies of the Demand Draft will not be accepted. No interest will be paid on the EMD. The EMD shall be converted as security deposit of the successful bidder(S). The EMD will be returned to the unsuccessful bidder(S).

#### **4.10 Security Deposit**

Security Deposit of the **successful contractor shall be Rs.4 lakh**

4.10.1 Release of this security deposit shall be on completion of the contract period.

4.10.2 No interest will be paid on any deposit or withheld amount.

#### **4.11 Taxes, Labour Laws and Other Regulations**

4.11.1 The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workstaff including safety regulations.

4.11.2 The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to the food items prepared and sold by them to IIT PALAKKAD, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to the preparation, storage and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, and Weights and Measures Act and all rules, regulations and orders framed there under.

4.11.3 The contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done or services rendered pursuant thereto.

4.11.4 The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour Act, Workmen’s Compensation Act, C.L(R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority.

- 4.11.5 The Contractor shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/ obligations. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing the P.F. and ESI contributions, with the authorities concerned.
- 4.11.6 The contractor shall be responsible and liable for all the claims of their employees.
- 4.11.7 The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Labour Commissioner (Central), Cochin and produce the same preferably along with the first monthly bill. The first bill will be cleared only on the submission of the said license. The contractor would be required to maintain all books and registers like Employment Register, Wages Register, and Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
- 4.11.8 The contractor shall obtain adequate insurance policy in respect of their workstaff engaged by them towards meeting the liability of compensation arising out of injury/disablement at work and submit a copy to Officer-in-charge within 30 days.

#### **4.12 Misconduct**

The contractor shall keep the Institute indemnified from and against all personal and third party misconduct claims whatsoever arising out of any commission or omission by contractor or their employees, or representative as the case may be.

#### **4.13 Inspection and Testing by the Institute**

- 4.13.1 The Institute shall be entitled to inspect and/or test by itself or through any of its representative or an independent agency, premises of the contractor and materials stored therein for use pursuant to the contract and/or any ingredient to be used in the preparation of food intended for provision or sale pursuant to the contract.
- 4.13.2 If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of the Institute or its authorized representative shall be final) the contractor shall not use such material, and shall keep the Institute indemnified from and against any claim of infection, poisoning or illness arising from any bad, stale or defective food or material provided by the contractor.

#### **4.14 Interpretation**

All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of this document into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.

#### **4.15 Vacation of Premises**

The contractor shall give vacant possession of the facilities/premises made available to the contractor by IIT PALAKKAD and return all furniture, fixture, equipment and other items made available by IIT PALAKKAD in good condition after the contractual period is over or if the contract is earlier terminated. Handing over of the vacant possession of the premises and equipment, etc. shall be effected within 5 days of the completion of the period of contract or termination of the contract. If the contractor fails to do so, the Institute shall be free to take possession of the premises by opening the lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the contractor's bill(s) or security deposit, any item found to be missing at the replacement cost of the material/equipment, furniture etc. given to the contractor by the institute.

#### **4.16 Assignment and Sub- Contracting**

The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However the job shall be sublet only to the party approved by the Institute.

#### **4.17 Rejection of Tender**

The Institute reserves the right to reject any or all the Tenders relating to the work under this Tender Document without assigning any reason whatsoever.

#### **4.18 Quantum of Work**

- 4.18.1 The scope of work given is approximate only and may vary in actual course of execution. The contractor is therefore, advised to quote very carefully. No claim for the compensation from the contractor shall be entertained due to any variation in quantities (irrespective to the quantum of variation) of the various items of food or deletion of any item(s) of food. The rates shall be firm during the first year of the contract.

#### **4.19 Services for Special Occasion**

- 4.19.1 If at any time during the existence of the contract the Institute desires to utilize the services of the contractor for any special occasion or otherwise, the contractor will arrange the same at the rates to be mutually agreed upon (provided the items are outside the rates of the items already included in the Tender).

4.19.2 Similarly, in case the Institute desires to include any new items in the contract for food the same will be negotiated with the contractor.

#### **4.20 Exit Clause for early termination of contract**

The contract can be terminated by giving one-month notice period by the institute and **three-month notice** by the contractor.

#### **4.21 Force Majeure**

The contractor shall not be entitled to claim any compensation from IIT PALAKKAD for the loss suffered by him on account of delay by IIT PALAKKAD in the supply of useable water, electricity etc. where such delay is covered by difficulties relating to the supply of wagons, force majeure including non-allotment of such materials by controlling authorities, acts of God, acts of enemies of the state/country or any reasonable cause beyond the control of the Institute.

#### **4.22 Penalty**

4.22.1 Any member of the designated student committee or officer-in-charge or any person authorized by the institute can inspect the mess, kitchen or any process without any prior notice to caterer.

4.22.2 In case of any discrepancy (in terms of palatability of food or hygiene) or any case of negligence, appropriate punitive action shall be taken.

## **5. Important Information for the Bidders**

### **5.1 Information required with Tender**

The following documents/information are required to be submitted along with offer:

1. Copy of Registration of the firm
2. GST/TIN Registration
3. PAN Registration
4. Registration of Employee Provident Fund No.
5. Registration of ESIC or Workmen Compensation Policy
6. Registration of existing catering business under FSSAI

### **5.2 Expenses to be borne by bidder**

All expenses in preparation and submission of bids and visits to the office or any place in connection with the preparation of the Bid shall be borne by the Bidder. IIT PALAKKAD in no case shall be responsible or liable for these costs regardless of the outcome of the bidding process.

### **5.3 Prices, Taxes, Duties**

The quoted price should be inclusive of all expenses, taxes and levies.

## 5.4 Bid Validity

Bid submitted by bidder shall remain valid for a period of 6 (six) Months from the date of opening of offer. Bidder shall not be entitled during this period to revoke or vary the content of Bid or any term thereof. In such case of making any variation subsequent to submission of bid at their own, the offer shall be treated as “REJECTED” and EMD shall be forfeited without any reference to the bidder.

## 5.5 Place and Address for submission of Bids:

**The Registrar**  
**Academic Block (Temporary Campus),**  
**Indian Institute of Technology Palakkad,**  
**Kozhipara, Palakkad -678 557.**  
**Phone No. 04923 226 561/586,**  
**Email: [purchase@iitpkd.ac.in](mailto:purchase@iitpkd.ac.in)**

## 5.6 Opening of Bids

The Tender shall be opened on the last day of submission of offer at 14:00 hrs at the same office.

## 5.7 Evaluation of Bids and Award of Work

- 5.7.1 Earnest Money Deposit: The bid without requisite earnest money and/or not in the prescribed Proforma will not be considered and bids of such bidders shall be rejected.
- 5.7.2 Detailed Evaluation: Further examination / evaluation of only such bids, accompanying requisite EMD mentioned as above, shall be taken up.
- 5.7.3 **Scope of Work:** The complete scope of work and basic scheme has been defined in the Bidding document. The bidder who undertakes to take total responsibility for the complete scope of work as defined in the bidding document shall only be considered.

## 5.8 Contract Agreement

The successful Bidder shall be required to execute a Contract Agreement with IIT PALAKKAD on the non-judicial stamp paper of Rs. 100/- (Rupees One hundred only). The cost of stamp paper shall be borne by the successful bidder.

IIT PALAKKAD reserves the right to amend the terms & conditions of the contract by mutual discussions and in writing. The amended terms and condition will form part of the agreement.

## 5.9 Work at Risk and Cost

The Institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.



## 5.10 Insurance

The successful bidder (contractor) shall take third party insurance to cover any accident or accidents of nature, for an amount as required for this type of work against damage /loss/ injury to property or person or loss of life during the complete period of the contract. A copy of insurance policy will be handed over by the contractor to the concerned authority of the Institute before starting date of the work as specified in the work order. In case the contractor fails to take the insurance policy, the Institute would arrange for the same at

the cost of the contractor, alternatively, the institute may stop payments of bills to the contractor till insurance is arranged by the contractor or terminate the contract at the risk and cost of the contractor.

## 5.11 Indemnity

The contractor shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, Works contract etc. and shall keep the institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws. **The contractor shall not employ child labour. Payment to workers must be according to Minimum Wages Act.**

## 5.12 Compliance with the Institute rules and Regulations

The contractor shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, and Discipline & Decency at and around the work site, Safety Precautions and Safety Regulations.

## 5.13 Arbitration

In the event of any question, dispute or difference arising under this Agreement or in connection there with except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator appointed by the Director, Indian institute of technology Palakkad and the decision of the Arbitrator will be binding on both parties of this agreement.

## 5.14 Jurisdiction

It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Palakkad alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms

and conditions thereof in any court except the court or courts having jurisdiction in the city of Palakkad.

#### **5.15 Authorization**

The Contractor shall submit to the institute the names, designation and specimen signatures of the persons authorized by them to draw materials, sign joint measurements, bills, receive payments, receive instructions / notices etc. on behalf of the contractor.

#### **5.16 Access to site**

The contractor shall allow unhindered access to the Institute and/ or any other party or person, engaged by the Institute to work at the same site and /or to check / regulate /watch /guard/ measure/ inspect, solely or jointly with the contractor.

#### **5.17 Safety and Security**

Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.

#### **5.18 Visit to Site of Bidder**

The Institute reserves the right to visit the sites managed by the bidders to evaluate their competence during any stage of the tendering process. The report submitted by the inspecting committee may be considered for finalizing the successful bidder.

## 6. Profile of the Firm

1	Name of the firm (In capital letter)	
2	Complete Postal Address	
3	Telephone No Fax E-mail	
4	Is the firm proprietary / Partnership/Public Ltd./Pvt. Ltd./Others (specify)	
5	Names of Proprietor or Partners / Directors Mobile No Email	
6	Brief description of work carried out by the firm in last five years with name, E mail, telephone- Landline & mobile nos. of the contact person of clients, Nature and value of work done for each. (Please attach extra sheet if necessary). _____ _____ _____	
7	Is the firm registered with any Central Government/ State Govt./Semi Govt./ Govt. undertakings/ Municipal Corp./ Labour/De Gumasta/Dept. of pt. of Small Scale Industries If so furnish details of registration.	
8	Details Of existing manpower deployed in catering services	
9	Has the firm been black listed by any Organizations, if so attach the details of the same.	
10	Are there any legal proceedings(s) and/or Industrial dispute(s) claiming wages or any other payment from or employments with the principal Employers have been initiated by any present employee or previous employee of the bidder or of any partner of the bidder?	
11	PAN number	

I hereby certify that the above-mentioned particulars are true and correct.

Date:

Seal and Signature of the Tenderer

## 7. Technical Bid Structure

Technical Bid in a separate sealed cover super scribed as Tender for Catering and Allied Services at IIT PALAKKAD” – Part ‘A’

The technical bid that will be submitted by the bidder should consist of the following three components in the sequence given below:

1. EMD: Demand draft @ Rs.1,50,000/- in favour of **IIT PALAKKAD HOSTEL Payable at PALAKKAD** towards Earnest Money Deposit.
2. An envelope containing certified copies of all the documents specified in Eligibility Criteria (Clause 2) of the Notice Inviting Tender.
3. Envelope containing all the relevant information, which forms part of Tender document. The information provided in the Tender will be used for understanding and assessing / evaluating the quality of offer being proposed by the bidder.
  - 3.1 Comprehensive operational plan designed and proposed by the bidder for IIT PALAKKAD to render catering and its allied services.
  - 3.2 Complete details related to manpower that will be deployed (number, ranks, experience, reporting structure, qualification etc.)
  - 3.3 Documents and description pertaining to the extent and quality of experience in providing hospitality services, list of premier/large clients with details of size of contracts in operation or completed, client satisfaction certificate, organizational process of inducting and training the manpower, hygiene enforcement process and methods
  - 3.4 Information relevant for assessing on the ability/ expertise of the bidder for guiding/ advising in modernizing the infrastructure, kitchen design, latest equipment choices etc.
  - 3.5 Clear indication of brands of various materials that will be used for food and beverages, cleaning, toiletries, etc.
  - 3.6 Transition/ takeover plan that is proposed. All the above information should be organized in a logically structured form and submitted as a part of Tender with an index. Bidder is free to add any information that can help in assessing technical quality of the solutions proposed.

## **8. Financial Bid Structure**

### **MAIN (PER DAY RATE)**

Caterer should provide rates in the following pattern:

The quoted **daily rate** should be inclusive of both capital and operational costs as well as applicable taxes that is the above rates will be inclusive of fuel, cost of procurement of rice, wheat and all other provisions, vegetables, fruits, unloading and loading, transportation, storage, all statutory taxes including service tax, duties and levies etc., per student. The Institute will not pay any other charges for the catering services provided

SI No	Description	Per day per person Amount
1.	Breakfast	
2.	Lunch	
3.	Evening Tea & Snacks	
4.	Dinner	
	Total	
	G.S.T. percentage	
	Grand Total	

Amount in Rupees :

Date:

Seal and Signature of the Tenderer

**ADDITIONAL**

**(Extras on direct payment by students).**

<b>S.No</b>	<b>Particulars</b>	<b>Rate Rs.</b>
1	Chicken Gravy (100 gms chicken with 50 gms gravy)	
2	Chilly Chicken, Ginger Chicken etc. (150 gms)	
3	Egg Boiled – one piece	
4	Egg Gravy (with one egg)	
5	Egg Omlette (single)	
6	Egg Omlette (Double)	
7	Egg Burji (Double egg)	
8	Paneer Gravy (50 gmspaneer)	
9	Chilly paneer, kadaiPaneer etc.(50 gmspaneer)	
10	Chicken Fried Rice/Noodles	
11	Egg Fried Rice/Noodles	
12	Veg. Fried Rice/Noodles	
13	Bread Omlette (2 slice with 2 eggs)	
14	Chicken Biryani	
15	Fish Fry (different rates can be quoted for atleast 3 different varieties by mentioning the name of the variety along with the rate for that variety) (100 gms)	
16	Any other extra items (mention the item and rate)	

## **9. Bid Evaluation Scheme:**

Evaluation will be based on a composite score. The composite score will be calculated as described below.

- i. 60% of weightage shall be given to the technical bid **that includes a presentation by the bidder and 40% to the per day rate quoted in the financial bid**. The technical bid will carry a maximum marks of 60. The maximum and minimum marks for each aspect of the technical bid is as under :

Sl No	Parameter	Minimum Marks	Maximum Marks
A)	On the basis of submitted documents.		
1.	The background of the organization i.e., standing, team etc	3	5
2.	Details of such major previous work during the last 3 years and past experience in carrying out similar work for serving	12	20
3.	Feedback from current/ previous users including performance certificates (the evaluation committee may seek independent feedback and document the same)	12	20
4.	Turn over for last three years	3	5
B)	Presentation by shortlisted bidders clearing minimum cut-off marks in each of the items.	6	10
	TOTAL (technical score, TS)	36	60

- ii. Bidders clearing the minimum marks in each of the sub-categories in A in the above table will be shortlisted for presentation to the evaluation committee.
- iii. After evaluation as per A, and B in the above table, the financial bids of only those bidders will be opened who clear the minimum satisfactory marks in each of the items mentioned. The cost evaluation will be done under Combined Quality cum Cost Based Systems and the bidder who scores highest marks will be selected.
- iv. The financial offers of only the shortlisted bidders (technically qualified bidders) will then be opened. The lowest bid (per day rate) shall be given a financial score (FS) of 40 points. The financial score (FS) of other bidders will be determined using the formula:  $FS = 40 \times FP/F$ , in which FP is the lowest financial bid (per day rate), and F is the financial bid (per day rate) of the particular vendor. Scores obtained on financial offer will be added to scores obtained on technical offer to get a consolidated score (CS) according to the formula:  $CS = TS + FS$ . Bidder with the highest consolidated score (CS) will be selected. If there is a tie in the overall score, the vendor with the higher score on the financial offer will be selected.
- v. Further discussions by the bidder related to the awarded scores by the committee will not be entertained.

## 10. Declaration Letter

(To be submitted on letter head of Firm with seal & signature)

To,  
The Registrar,  
Indian Institute of Technology Palakkad  
Ahalia Integrated Campus, Kozhipara  
Palakkad -678 557

Dear Sir,

### **Sub: Enquiry regarding Catering Services at IIT PALAKKAD**

With reference to the above, I / We am/ are offering for rates for the above Services.

I / We hereby reconfirm and declare that I / We have carefully studied the enquiry document including instructions, terms & conditions, specifications, and all the contents stated therein.

**Earnest Money @ Rs.1,50,000/- in the form of Demand Draft in favour of “IIT PALAKKAD HOSTEL” Payable at Palakkad** is enclosed herewith.

Thanking you,

Yours faithfully,

Signature

(Name)

Encl: As stated



## 11. Check List

Only those parties who are fulfilling basic eligibility criteria will be considered for the further stages. **Following basic eligibility criteria may be checked before submitting the offer:**

Sl. No	Details	Yes/No
1.	<b>EMD @ Rs.1, 50,000/-</b> in the form of Demand Draft in favour of <b>“IIT PALAKKAD HOSTEL” Payable at PALAKKAD.</b> Name of the firm written on the backside of the Demand Draft for EMD	
2.	Minimum Three years of experience in catering activities in a large reputed education institution such as IIMS, IITs, IISERs, Universities or other large reputed institutions.	
3.	The firm must have been registered during the financial year 2017-18 in the similar line of business	
4.	The Tenderer should have carried out three similar works each costing not less than amount equal to 40% of the estimated cost (Or) Two similar completed works each costing not less than the amount equal to 50% of the estimated cost. (Or) One similar completed works costing not less than the amount equal to 80% of the estimated cost.	
5.	Solvency certificate for an amount not less than Rs.10 Lakh should be enclosed.	
6.	Last three years' balance sheet certified by a Chartered Accountant with a minimum turnover (During the last three years put together) of Rs.60 Lakhs last three years put together in Catering and its allied services.	
7.	Copy of Last three years Income tax Returns 2015 - 16 2016 - 17 2017- 18	
8.	Should possess statutory requirements such as labour license,, PF, ESIC, GST registration, and PAN card for their existing businesses. The firms should have valid license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business	
9.	It is desirable that the firm should have valid ISO 9001-2008 certification	
10.	The firm has to bid for all the items mentioned in the tender document. The tender document will not be considered valid in case of non-fulfilment of this criterion.	
11.	Name and address of the Tenderer, enquiry no. And date is written separately on all the envelopes i.e., envelope containing EMD, envelope containing enquiry documents etc.	
12.	The rates have been quoted both in figures and words	
13.	The offer is not conditional	
14.	The Tenderer signs and seals each page of the tender documents	
15.	Corrections/Overwriting if any have been encircled and fresh entries made with full signature on such corrections/Overwriting	

**SAMPLE WEEKLY MENU**

**Annex - A**

	Breakfast	Lunch	Snacks	Dinner	Extras on payment
Compulsory items on all days	Milk, tea, coffee Fruit/egg or omlette Wheat bread & White bread Butter,Jam, (peanut Butter once a week) sprouts	Thin rice Pulka with and without ghee(except sunday) Papads or fryums 3 days curd 3 days buttermilk Drinks from list of drinks	Tea/coffee	Thin rice Rasam or Sambar Papad or Fryums Sweets on 4 days Salad	Chilli chicken, Omlette, Paneer
Monday	Upama, Jalebi	Rasam, aloo soyabean semi gravy, Dal fry	Panipoori	Kerala parata / Methi Parantha chicken, paneer, dal	
Tuesday	Idly vada with sambar and coconut chutney	Gobi mutter, dal, sambar/rasam	Pav Bhaji	Tomatao rice, gatte ki sabji , dal, Pulka,seasonal fruit	Chicken biryani
Wednesday	Utapam with Coconut chutney	Mixed veg dry, rajma, moru curry	Aloo / onion samosa	Lemon rice, bhindi masala,dal,pulka	
Thursday	Sambar vada	Cabbage dry, dal makhani,sambar/rasam	Dal vada	Jeera rice, dal, pulka, seasonal vegetable, egg/paneer curry	Fish Fry
Friday	Aloo poori	Rasam, aloo matter, moong dal	Maggi/pasta	Chilli chicken/paneer(semi gravy),rice,pulka	
Saturday	Masala dosa with tomato chutney	Kadi, aloo palak/baingan ka bharta, masoor dal	Sunfeast biscuit / Bread Pakoda	Chola, pulka, masoor dal , Pulav	
Sunday	Aloo parata with ketchup and curd	Aloo poori, malai koftha,raitha,dry chicken, biryani	Cream bun, cold coffee	Pulka, dal fry,sev masala,	

\*Feast once in every month with special vegetarian items not covered in the above menu, at no extra cost.

\* When chicken & paneer dishes are served, each student will take only one of the two

## Annexure B

### 1. List of items for Breakfast and quantity

**Daily:** One of the following items without repetition: Upma with jalebi; Idli-vada with sambar and coconut chutney; Masala dosa with coconut chutney and onion chutney; Aloo Paratha or Mixed Veg Paratha (on weekends with ketchup and curd).

Quantities and frequencies of other items are listed below.

Item	Frequency	Quantity	Comments
Milk (untoned)	Daily	200 ml	
Toasted bread (White & Brown) with jam	Daily	unlimited	
butter / peanut butter	Daily	20 gms	Peanut butter only once in a week
Tea and Coffee	Daily	unlimited	
Egg	Daily	1 egg	Omlet/Boiled egg/Bhurji
Fruits (for those who do not eat egg)	Daily	1 or 2, as per the quantity	banana for three days and seasonal fruits on other days
Sprouts	Daily	unlimited	

### 2. Items for Lunch and quantity

Item	Frequency	Quantity	Comments
Phulka roti (with or without ghee)	Daily (except sunday)	unlimited	Ghee is limited to 1 tea spoon.
Plain Rice (thin)	Daily	unlimited	Good quality Ponni /Sona Masoori
Variety Rice by rotation as per menu	Daily one item by rotation	unlimited	Rice should be of a higher quality compared to the one used for plain rice
Dry sabji	Daily	unlimited	One item from the list of dry sabji items mentioned below, without repetition
Dal	Daily (except	unlimited	One item from the list of dal items mentioned below, without

	Sunday)		repetition
Vegetable curry	Daily	unlimited	One item from the list of vegetable curries mentioned below, without repetition
Curd/ butter milk	Daily	100 ml	One item daily by rotation
Papad /fryums, Dry chilli	Daily	Papad -2 pieces	
Drinks	Daily	200 ml	One item from the list of drinks mentioned below, without repetition
Chicken	Sunday	100 gms	One variety from list given at the end
Aloo puri	Sunday	unlimited	Only for vegetarians
Salad	Daily	unlimited	With Cucumber, Carrot, Beetroot, Tomato – any two items on rotation along with Onion & Lime

**Dry sabji items :** Aloo tomato, gobi mattar, Mixed veg.(Carrot, Cauliflower & beans), Bottle gourd, Ladies finger, Chana masala, Spinach, Carrot, cabbage, Beans

**Dal Items:** Dal fry, Dal tadka, Urad dal, Moong dal, Tuvar dal, Masoor dal, Dal makhani.

**Vegetable curries:** Sambar, Rasam, Moru curry, Rajma, Drumstick, Kadi, Chana aloo gravy, Mattar aloo gravy, Soya chunks, Bengan Bartha.

**Drinks :** Lemonade. Watermelon, Rasna and other seasonal fruit juice by rotation.

### 3. Items for Snacks and quantity

**Daily:** Tea & coffee (unlimited) and one of the following without repetition as per quantities mentioned.

Item	Quantity	Comments
Maggi/pasta	250 gms	Weight is after cooking
Vegetable Sandwich/ Biscuit packet	2 slices/ 36 gms packet	One item by rotation
Pav Bhaaji	2	
Aloo samosa	1	

Vada with chutney	2	
Paani poori	1 plate	
Bhel poori	1 plate	
Cold Coffee with Cream bun	200 ml, 1 bun.	Compulsorily once a week.

#### 4. Items for dinner and quantity

Item	Frequency	Quantity	Comments
Phulka roti (with or without ghee) / Missi roti / Methi Roti & Laccha paratha	Daily (except on the day Chinese food is served)	unlimited	Ghee is limited to 1 tea spoon.
Dal	Daily (except the special day and the chinese food day)	unlimited	One item (different from lunch) from the list of dal items mentioned earlier, without repetition.
Plain Rice (thin)	Daily	unlimited	Good quality Ponni /Sona Masoori
Jeera rice /Lemon rice/ Tamarind rice / Tomato rice/ Masala Fried Rice/Veg.Biryani/Curd Rice	Daily	unlimited	One item on rotation
Chicken dish	2 days	100g chicken + 50g gravy	One item from the list of chicken items without repetition.
Egg Curry	1 day	1 egg	
Veg substitute for Chicken/Egg: Paneer dish	3 days	100g paneer + 50g gravy	One item from the list of paneer items without repetition.
Paneer dish	1 day	100g paneer + 50g gravy	For everyone, on a day without non-veg.
Papad /fryums	Daily	Papad -2 pieces	
Vegetable Salad	Daily	unlimited	With cucumber, carrot, tomato, beet root – any two items along with Onion & lime
Shrikhand	1 weekend day	1 cup of 50ml	

Rasgulla / Gulab jamun	1 week day	2 pieces	By rotation
Payasam	1 week day		
Seasonal Fruits	1 day	1 or 2 as per item	

**Paneer Items :** chilli, butter, kadai, palak, garlic

**Chicken Items :** chicken 65, butter chicken, kadai chicken, garlic chicken, malai chicken, tandoori chicken, chicken roast, chicken fry

### **Brands to be used**

Salt- Annpurna, Tata

Ketchup- Maggi, Kissan, Heinz

Oil- Sundrop, Safola, Fortune, Dhara

Pickles- Eastern, Nilons, Tops, Priya

Spices- Eastern, MDH, Everest, Catch, Badshah

Atta- Ashirward, Pilsburry, Annapurna

Noodles- Maggi, Top Ramen

Flavoured drinks- Tang, Rasna, Roohafza, Kissan squash, Khus sharbat, jalzeera

Cheese/Butter- Amul, Mother dairy, Britannia

Bread- Modern, Elite

Jam- Kissan, Maggi, Druk

Ghee- Amul, Mother dairy, Paras, Everyday

Shrikhand- Amul, Sanchi, Mother dairy

Milk- Amul, Milma, Kelvin, Sanchi

Tea- Brookebond, Lipton, Tata, Tajmahal

Coffee- Bru, Nescafe

Ice cream- Amul, Motherdairy, Skies

Soya chunks- Neutrala

Biriyani rice- Basmati, Indiagate, Kohinoor

Rice- Ponni, Sona Masoori

Custard powder- Brown & Polson

**PENALTY CLAUSES**

- i. Unavailability of Complaint Register in the mess hall/discouraging the complaint would lead to a fine of Rs.1000/- on the caterer
- ii. Three or more complaints within a two week period of insects and/or foreign object cooked along with food or found in any food item would invite a fine of Rs.5,000/- on the caterer.
- iii. If food for any meals gets over within timings of mess and waiting time is more than 15 minutes for lunch or dinner, and 10 minutes for breakfast or tea & snacks , then a fine of Rs.5,000/- would be imposed on the caterer. The timing for that meal will be extended equivalent to delay time.
- iv. Three or more complaints of unclean utensils within a two week period would lead to a fine of Rs.3,000/- on the caterer.
- v. If mess committee agrees that certain meal was not cooked properly then a fine of Rs.5000/- would be imposed on the caterer.
- vi. Changes in menu of any meal without permission of mess committee would result in a fine of Rs.3000/- on the caterer.
- vii. Vegetables used should be fresh and of good quality. If vegetables kept for use is found to be rotten or poor quality, then a fine of Rs.2000/- for each occasion will be imposed.
- viii. Oil one used should not be reused. If reuse of oil is found, penalty of Rs.2000/- will be imposed.
- ix. Kitchen & Dining hall should be kept clean. If it is not kept clean, a fine of Rs.2000/- for each occasion will be imposed
- x. Items like Aji-no-moto, Baking soda, coloring items etc. are banned and they should not be used, if they are found in kitchen premises, penalty of Rs.4000/- for each occasion will be imposed.
- xi. Absence of Caterer or his representative empowered to take decision from mess committee meetings on due invitation will attract a fine of Rs.10000/- on caterer.
- xii. Non availability of Spoon & Plate sterilizers Rs.1000/- per occasion.