

**INDIAN INSTITUTE OF INFORMATION TECHNOLOGY
BHAGALPUR, SABOUR, BHAGALPUR-813210**



**TENDER DOCUMENT FOR EMPANELMENT OF
CONTRACTORS FOR
PROVIDING HOSTEL MESS SERVICES AT IIIT BHAGALPUR**

AUGUST-2024

**EMPANELMENT OF CONTRACTORS FOR PROVIDING HOSTEL MESS SERVICES AT
IIIT BHAGALPUR CAMPUS**

Important Dates

	Initial Dates	Amended Dates
Name of the Work	Hostel Mess Services at IIIT Bhagalpur Campus	
Date of Publication of Tender	01-08-2024	21-08-2024
Bid Submission Start Date	01-08-2024	21-08-2024
Pre-Bid Meeting Date and Venue	07-08-2024 (11:00 AM onwards) at Conference Room, New Academic Building, IIIT Bhagalpur	23-08-2024 (11:00 AM onwards) at Conference Room, New Academic Building, IIIT Bhagalpur
Last Date for Submission of Bid (<i>in hard copies only</i>)	20-08-2024 (05:00 PM)	04-09-2024 (11:15 AM)
Technical Bid Opening Date and Venue	21-08-2024 (11:00 AM) at Conference Room, New Academic Building, IIIT Bhagalpur	04-09-2024 (11:30 AM) at Conference Room, New Academic Building, IIIT Bhagalpur
Financial Bid Opening Date	23-08-2024 (11:00 AM) at Conference Room, New Academic Building, IIIT Bhagalpur	06-09-2024 (11:00 AM) at Conference Room, New Academic Building, IIIT Bhagalpur
Address for Submission of Bid (Through Speed Post/Registered post/Courier)	The Registrar, IIIT Bhagalpur, BCE Campus, Sabour, Bhagalpur-813210 (Bihar)	

Note:- Above mentioned dates are tentative and are subject to change. Revised dated, if any, shall be uploaded on Institute Website/CPPP portal well in advance. Bidders are advised to visit the Institute website on regular basis for any update in this regard.

Instructions for Bidders

1. Introduction

- 1.1 Indian Institute of Information Technology Bhagalpur (IIIT Bhagalpur) is an institution of National Importance under an Act of Parliament (The Indian Institutes of Information Technology (Public-Private Partnership) Act, 2017).
- 1.2 IIIT Bhagalpur intends to empanel at least two agencies to provide mess services at **IIIT Bhagalpur campus**. The primary purpose is to cater to the dietary needs of the students at the institute.

2. Scope of services

- 2.1 IIIT Bhagalpur invites sealed tenders under Two Bid System from eligible, experienced, financially sound and registered Agencies/Firms in the prescribed format for empanelment of contractor for providing Hostel Mess services. The eligibility criteria for the contractor, procedure and instructions for submission of bid document and selection process are mentioned in this tender document.
- 2.2 Mess with full-fledged cooking service are to be operated at IIIT Bhagalpur campus to undertake On-Site cooking and serving of food to inmates of the Hostels during the contract period. The details are as given below:

Sl No	Type of Service	Category of Users	Approximate Daily Volume*	Particulars
1	Student's Mess	Students	700	Breakfast, Lunch, Evening Snacks and Dinner

*Approximate Daily Volume may vary. The total number of students may increase or decrease.

2.3 The menu for the Student's Mess is given at **Appendix-A**.

2.4 There are two hostel (Kautilya Boy's Hostel and Kadambini Girl's Hostel) at the Institute. The actual number of students in particular mess will be decided through subscription basis each month.

2.5 Before submission of the bid, interested bidders are advised to go through the tender document carefully and fill in with all relevant information and submit complete tender documents in two parts (viz. Technical Bid and Financial Bid and these two parts should be kept in a bigger cover) as per the time schedule given in this tender document.

2.6 Sealed Tender document along with all other relevant documents should be sent to "**The Registrar, IIT Bhagalpur, BCE Campus, Sabour, Bhagalpur-813210 (Bihar)** by Speed Post/Courier/Registered post only within the prescribed time limit. Tender documents received after prescribed time limit shall not be accepted under any circumstances.

2.7 For any queries relating to the tender documents and the terms and conditions contained therein, bidders may seek clarification, within the stipulated time, by writing email to registrar@iitbh.ac.in

3. Mandatory Pre-Qualification Criteria

Certification required: Bidder must have valid and up to date the following certificates:

- FSSAI Certificate
- ISO 9001:2015 Certification
- ISO 22000:2018 Food Safety Management System Certification
- HACCP (Hazard Analysis Critical Control Point) Certification

4. Qualifying Criteria

The tenderers should also meet the minimum qualifying requirement as mentioned below of the tender document. Tenders not meeting the qualifying requirements and incomplete in any aspect shall be summarily rejected. Tenders of those tenderers, which are found to be meeting the qualifying requirement, shall be taken up for detailed evaluation.

4.1 **Experience Criteria:** The tenderer should have the following qualifying experience criteria;

- a. Bidder should be a professional with a minimum of 05 years' experience, as on last date of submission of tender, for providing hostel mess service (i.e., Veg, Non-Veg, South Indian, North Indian, Chinese, Continental, etc.) for at least 350 students (experience of less than 350 students in a single institute shall not be taken into consideration for the purpose) to IITs/NITs/IIMs/Central Universities or any other Centrally Funded Educational/Technical/Research Institutions. Bidder must attach relevant documents clearly specifying the number of students served or serving along with satisfactory/work completion certificate. Further, bidder has to attach all the requisite certificates/documents which will substantiate the claim of experience.
- b. **Letter of Recommendation:** The tenderer should provide Letter of Recommendation from Institute of National Importance/ Centrally Funded Technical Institutes (CFTIs)/ Central Universities/Central Government authority mentioned in Point 4.1 (a), stating the nature of services they have provided. The Organization/Institute should mention that the services provided by the vendor is satisfactory and if not satisfactory than reasons thereof, if any.

- c. The tenderer should provide a self-certified undertaking letter mentioning they have not been blacklisted or debarred from any contract permanently anytime during the past five years.

4.2 Financial Criteria. The tenderer should have the following qualifying financial criteria;

- a. Minimum average annual turnover of bidder should be Rs. Five (05) Crores in last 03 (three) financial years (2020-21, 2021-22, 2022-23). Bidder has to attach audited or CA certified statement of accounts and CA certified certificate of annual turnover.
- b. The tenderer should have successfully carried out at least one work for annual value of Rs. 1,00,00,000 **OR** two works each for annual value of Rs.50,00,000 and up to Rs 75,00,000 in providing Mess Services to Institute of National Importance/ Centrally Funded Technical Institutes (CFTIs)/ Central/Central Government authority.
- c. For the purpose of ascertaining the experience and financial criteria, the experience and financial criteria of the tendering entity shall alone will be taken into consideration and not of its sister concerns or others firms. Experience of joint ventures/consortium shall not be taken into consideration.

4.3 Statutory Requirements

The following mandatory valid documents are to be submitted along with the tender:

- a. GST Registration Certificate and PAN Number.
- b. ESI & EPF Registration Certificate.
- c. Registered License under contract labour (Regulations & Abolition) Act, 1970
- d. Partnership Deed/ Company Registration Certificate, as applicable.

Above statutory registrations/licenses must be under the jurisdiction of local government, wherever applicable.

5. Tender Fee; EMD; and Performance Security

- a. **Tender Fee** of Rs. 1,180/- (including 18% of GST) shall be submitted in the form of Demand Draft from any Nationalized/Scheduled Bank drawn in favour of “Registrar, IIIT Bhagalpur” payable at “Bhagalpur”. The requisite amount of D.D. must be attached on the top of the Technical Bid. Banker’s cheque may not be considered as tender fee. Bidders are advised to write their name, mobile number, email id and full address at the back of the Demand Draft. The tender fee is non-refundable.
- b. **Earned Money Deposit (EMD)**
Earnest Money Deposit of Rs. Rs. 2,00,000/- (Rupees Two Lakh only) shall be submitted by way of Demand draft or Banker’s pay order or electronic performance bank guarantee drawn in favour of IIIT Bhagalpur and payable at Bhagalpur.
- c. **Performance Bank Guarantee:** Successful bidder has to deposit @3% of contract value per Hostel Mess/Kitchen setup as performance security deposit in the form of Bank Guarantee/Demand Draft. Performance security shall be returned after 02 months beyond the date of completion of all contractual obligations without any interest. No exemption is allowed to NSIC/MSME registered firm.

6. General Information and Instructions for the Bidders

- 6.1 The complete tender documents can be downloaded from the CPPP Portal/Institute website. Information on issuance of corrigendum, if any, related to this tender will only be available on CPPP Portal/Institute website (www.iiitbh.ac.in/tender).
 - a. Please read all the Terms & Conditions carefully before filling up the document. Incomplete Tender Documents will be summarily rejected.
 - b. All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and

Conditions of this Tender.

- c. **Inspection of Site:** Interested parties shall visit and examine the site and its surroundings at their own cost and shall satisfy themselves before submitting the tender as to the nature of works area and scope of work, local statutory regulations, safety measures and other circumstances which may influence or affect his Tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.
- d. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish any information sought by the bidding documents or submission of a bid not responsive to the bidding requirements in every respect will be at the Bidder's risk and may result in rejection of bid.
- e. All the column of the tender document shall be duly and properly filled in. Any cutting/overwriting etc. in the tender must be signed by the authorized person.
- f. The bidders should quote their offers/rates in clear terms without ambiguity. The rates should be quoted both in figures and words and legibly written without any over-writings. In case of any correction, the same must be attested by the bidder with full signature.
- g. In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.

6.2 **Two-Bid system:** The offers/bids should be submitted in two-bid system (i.e.) Technical bid and financial bid. The Technical bid should consist of all the details as specified in the schedules along with commercial terms and conditions. There should be no cost indication in the technical bid.

6.3 **Forwarding of Bids:** Bids should be submitted by Bidders furnishing details like valid GST registration number, Bank account details with address, contact details and complete postal address of their office & e-mail ID.

6.4 **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, IIT Bhagalpur may, at its own discretion, ask the bidder for clarification of their bid through email. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

6.5 **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected.

6.6 **Validity of Bids:** The Bids should remain valid for 90 days. However, in case of any delay due to genuine reasons, the validity period maybe extended further for additional period of 30 days.

6.7 **Withdrawal of Bid:** Bidders will not be allowed to withdraw their bids during the deadline for submission of bids and the expiry of the validity period of bid as mentioned in the tender document. Withdrawal of a bid during the said period may result in blacklisting of firm.

7. General Conditions of contract:

7.1 **Terms and conditions:** Matters pertaining to running and operating of Catering Services are listed in Terms and Conditions as **Appendix B**. The Tenderer/Vendor is required to go through this document and understand the statutory compliance and the functioning and operations of the mess before applying for the tender.

7.2 **Submission of Tender / Bid:** Vendors are requested to submit the Tender/ Bid in two parts, as follows:

- i. **Part I (Technical Bid)**
- ii. **Part II (Financial Bid)**

Part I- Technical Bid

The following documents will form part of the technical bid:

- i. Annexure I : Organization Details and Financial Profile of the Tenderer.
- ii. Annexure II : Details of clients.
- iii. Annexure III : Undertaking from Bidder on their Letter Head.
- iv. Annexure IV : Self-declaration regarding blacklisting / non-blacklisting

- v. Annexure V : Format for experience cum satisfactory certificate
- vi. Annexure VI : Details of Manpower Proposed to be deployed
- vii. Annexure VII : Exceptions and deviation statement.
- viii. Annexure X : Checklist of Documents submitted. **(Mandatory)**

All the tender documents, supporting documents including the above Annexures should be duly signed & stamped on each page by the tenderer.

Part II -Financial Bid

The Price Bid/Financial Bid should be submitted in the format (**Annexure – VIII**) as attached with this tender document. Further details of price bid/financial bid are as under:

- i. The prices quoted shall be in INR wherever applicable.
- ii. The Financial Bid of only those bidders, whose technical bid shall be declared qualified as per minimum eligibility criteria, shall only be considered and opened.
- iii. The prices once accepted by the Institute shall remain valid till the successful expiry of the contract period and the work fully effected and accepted or 12 months from the date of acceptance of contract whichever is later. However, the Institute may consider the request to increase or decrease the price in the event there is a reduction or increase in Government levy/duties/taxes during the period of execution of the order, the rates shall be suitably adjusted with effect from the date notifying the said reduction or increase in the Government levy/taxes/duty, if any. Decision of the Institute regarding increase or decrease in price shall be final.
- iv. Bidders quoting less than minimum specified price, their financial bid will not be considered and will be rejected.

7.3 The tender must be placed in a properly sealed **bigger envelope** address to “**The Registrar Indian Institute of Information Technology Bhagalpur, BCE Campus, Sabour, Bhagalpur – 813210 (Bihar)**” and the **said bigger cover shall contain two separate sealed envelopes containing Technical & Financial Bids.**

7.4 Tender received in open covers/letter/fax/email will not be considered and summarily rejected.

7.5 Prospective bidders may visit the hostels to ascertain the available infrastructure during office hours (Monday to Friday) with prior permission. IIIT Bhagalpur reserves the right to assign any of the hostels to any empaneled contractor. A contractor may be selected for services in more than one hostel. In such cases, the contractor should have different setups for different hostels, as per the terms mentioned in the tender document.

7.6 During evaluation of the bids, the Institute may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

7.7 No Bidder shall contact the Institute authority on any matter relating to their bid from the date of opening of bid to award of contract. Any effort by a bidder to influence the Institute’s authority in its decisions on bid evaluation, bid comparison or contract award decisions, may result in rejection of the bid.

7.8 IIIT Bhagalpur reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without assigning any reasons thereof and Institute shall not bear any monetary liability incurred to the affected Bidder(s). Decision of the Institute in this regard shall be final and binding to all.

8. Evaluation of Tenders

8.1 Technical Bid Evaluation Process

- a. The Technical Bid of bidders will be opened in the first instance on the scheduled date at

Conference Room, New Academic Building of the Institute in presence of the Committee and representative of the firms/agency, if any.

- b. Technical bid shall be evaluated based on the minimum eligibility criteria and supporting documents attached by the bidders. Bidders are advised to attach all supporting documents.
- c. No document will be accepted in support of essential criteria after the last date of submission of bids.
- d. Financial bid of only those bidders will be opened and evaluated who achieve minimum 60 technical marks/score.
- e. **Qualified bidder will be awarded a Technical Mark/Score as per the following:**

Sl. No	Parameters	Attribute	Maximum Technical marks/score	Required Document is attached at Page No.
1.	Average Annual Turnover in last 05 Financial Years (2018-19, 2019-20, 2020-21, 2021-22, 2022-23) (Must Attach duly audited copy of CA in the prescribed annexure or its equivalent). Highest value of any three financial year will be taken into consideration.	Above 12 crores	20	
		Above 9 Crore and up to 11 crores	16	
		Above 7 Crore and up to 9 crores	12	
		Above 5 Crore and up to 7 crores	8	
		5 crores	4	
2.	Average Annual Profit (before Tax) in any three of last 03 Financial Years (2020-21, 2021-22, 2022-23) (Must Attach duly audited copy of CA in the prescribed annexure or its equivalent). Highest value of any three financial year will be taken into consideration.	Above 75Lakh	20	
		Above 50 lakh and up to 75 Lakh	16	
		Above 25 lakh and up to 50 Lakh	12	
		Above 15 lakh and up to 25 Lakh	8	
		Less than 15 Lakh	4	
3.	No. of year of experience of Firm/Agency for hostel mess services. This shall be counted from the date of registration of firm/company for providing hostel mess services. Bidder has to attach the copy of certificate of registration/incorporation or earliest work order for hostel mess service.	2 marks for each completed One Year (Max. 10 years)	20	
4.	Number of ongoing Contracts for providing hostel mess services for at least 350 students in IITs/ NITs/ IIMs/ Central Universities or any other Centrally Funded Educational /Technical/ Research Institutions. Must attach copy of work order or equivalent certificate which clearly mention the number of students serving.	2 marks for each 350 students serving in any hostel mess.	10	
5.	Annual value of a single largest contract [during the last five year] for providing hostel mess services in IITs/NITs/IIMs/ Central Universities or any other Centrally Funded Educational/ Technical/ Research Institutions. Must attach duly certify monthly bill (for 12 month) or equivalent certificate which substantiate the claim.	4 crores and above	20	
		Above 3 Crore and less than 4 crores	16	
		Above 2 Crore and up to 3 crores	12	
		Above 1 Crore and up to 2 crores	8	
		Less than 1 crores	4	
6.	Recommendation letter/ satisfactory certificate for providing hostel mess services for at least 350 students in the relevant Institutes in the prescribed annexure or its equivalent (only good/satisfactory and above performance will be counted). *	1 mark for each valid letter/certificate max 10 certificate [for at least 350 students]	10	

Grand Total	100	
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8.2 Financial Bid Evaluation Process

- a. The Financial Bids of Technically qualified bidders (who achieve the minimum technical marks / score) will be evaluated on the basis of lowest price offered subject to the minimum rate as mentioned in financial bid/price bid. Annexure –VIII.
- b. Bidders quoting less than minimum specified price, their financial bid will not be considered and will be rejected.
- c. All the empanelled firm/agency are required to work on L1 Price.
- d. In case of Tie in offered rate/price bid, bidders may be empanelled on the basis of technical marks/score earned.
- e. In case of Tie in technical marks/score, the bidders may be empanelled who will have maximum average annual turnover in last 03 Financial Years (2020-21, 2021-22, 2022-23).

8.3 Award of Contract (General conditions for award of Contract).

- a. The contract will be assigned initially for a period of **01 (One) Year** with effect from the date of taking over the charge and is extendable by **02 (Two) years on yearly basis (1+1)** on satisfactory performance and mutual agreement.
- b. The Competent authority of the Institute reserves the right to curtail or to extend the validity of contract for further period on the same terms and conditions.
- c. The Contractor shall mobilize his resources and take up operations from the due date immediately on receipt of Work Order and the contract shall commence from the dates mentioned in the work order.
- d. Within one week from the date of acceptance of the order by the selected Bidder, the Bidder shall execute an Agreement on non-judicial stamp paper of appropriate value with IIIT Bhagalpur at in a format prescribed by IIIT Bhagalpur and the selected bidder. The successful bidder shall commence operation within one week from the date of award of the Contract or the date as specified by IIIT Bhagalpur in the work order.
- e. Performance Security as required to be submitted along with the agreement. Agreement without Performance Security will be considered invalid.
- f. The Contractor shall observe all the existing rules and regulations regarding labour employment and shall indemnify and keep the Institute indemnified from all the claims in this respect.
- g. The successful Tenderer shall make his own arrangements for the services as specified in the Tender Document.
- h. If at any point of time, it is found by IIIT Bhagalpur, that the Tenderer has furnished false information, IIIT Bhagalpur may reject the tender/contract.
- i. Initial three months will be considered as trial period. If the performance during the trial period is found to be unsatisfactory, the Institute is in liberty to terminate the agreement without notice or further increase the duration of the trial period after due warnings for improvement.
- j. The Tenderer is responsible for sourcing his vendors for supply of provisions, vegetables, milk, soft drinks, snacks etc. The Tenderer is solely responsible for the agreements, contracts payments to these vendors and shall keep the institute indemnified from any liabilities to these vendors. The Tenderer will issue a written undertaking to each his/her vendor that the tenderer is solely responsible for all matters pertaining to the supplies and payments being made and IIIT Bhagalpur is indemnified form any liabilities to these vendors. Original copies of the same will be deposited at the Institute.

8.4 Contract Document

- a. The tenderer, whose tender has been accepted by IIT Bhagalpur, shall enter into formal agreement with IIT Bhagalpur at the date and place to be notified by the Institute.
- b. Contract documents for agreement shall be prepared after award of works as intimated to the successful tenderer by a letter of acceptance. The Agreement and tender documents together with the annexed documents and tenderer's acceptance thereof shall constitute a binding contract between the successful tenderer and the Institute. Contract documents to be signed between IIT Bhagalpur and successful tenderer shall consist of following:
 - i. Original tendering document.
 - ii. Corrigendum issued, if any.
 - iii. Letter of acceptance.
 - iv. Detailed letter of award/acceptance along with agreed variation /amendment and other enclosures.
 - v. Different types of menu and accepted rates.
 - vi. Performance Security as explained in subsequent paras.
 - vii. Agreement on stamp paper of appropriate value.
 - viii. Any other instructions/orders/notes etc. issued from time to time

8.5 Penalty Clause

- a. Contractor will be required to maintain a complaint register for each Mess, which will be put up to Mess Office on weekly basis, along with details of corrective action taken. Hostel Mess Committee will look into recurring and serious complaints. Based on recommendations of Mess Committee, Associate Dean (Student Affairs), will issue statutory notice to the Contractor. Penalty will be imposed as per scheduled mentioned in the **Annexure-B (Point No. - E)** of this document.
- b. Damages to institute property will be charged on actual basis.

8.6 Subletting of Contract:

The contractor/vendor shall not assign and or sub-let the contract or any part thereof or any benefit or interest therein or there-under without the prior written consent of competent authority of IIT Bhagalpur and such consent shall not relieve the contractor/vendor from any liability or obligation under the contract and the contractor/vendor shall be fully responsible for the acts / defaults and neglects of his agent's, servants or workmen as if they were the acts, defaults or neglects of the contractor/vendor, his Agencies, servants or workmen.

8.7 Performance of Vendors:

IIT Bhagalpur shall assess the contractor/vendor's overall performance with respect to quality and adherence to time schedule of work done at regular interval and take a decision regarding assigning further work in case the performance of the contractor/vendor is found to be unsatisfactory by IIT Bhagalpur. The decision of the Competent Authority of IIT Bhagalpur or any other officer authorized by him shall be final and binding on the contractor/vendor for the purpose of determining "satisfactory services".

8.8 Termination of Contract

- a. If the services of the contractor are not found satisfactory, they may be issued 15 days' notice for improvement by authority of IIT Bhagalpur. If satisfactory improvement is not found even after this notice, a final 15 (fifteen) days' notice shall be issued to the contractor by authority of IIT Bhagalpur to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligation.
- b. IIT Bhagalpur reserves its right to terminate the contract for any reason at its absolute discretion including, but not limited to the following:
 - i. If the contractor/vendor is adjudicated insolvent by a Competent Court of Law or files for insolvency or contractor/vendor Company is ordered to be wound up by a Competent Court.
 - ii. Contractor/vendor commits any material breach of the terms of this contract with IIT

- Bhagalpur or if found guilty of any malpractice in the performance of the contract.
- iii. If any charge-sheet is filed by the Competent Authority against the contractor/vendor or its company is convicted by a criminal court on grounds of moral turpitude.
 - iv. In the event of unsatisfactory service or failure on the part of the contractor/vendor or if the contractor/vendor shall neglect to execute the work with due diligence or expedition or shall refuse or neglect to comply with any reasonable order given to him by IIIT Bhagalpur in connection with work or shall contravene the provisions of the contract, IIIT Bhagalpur shall have the option to declare the contract as cancelled and may get the work executed by any alternate sources at the contractor/vendor risk and cost. In such an event the contractor/vendor shall have no claims whatsoever against IIIT Bhagalpur in consequence of such termination of the contract. The decision of IIIT Bhagalpur in terminating the contract will be final and binding on the contractor/vendor.
 - v. In case the vendor fails to comply with all the statutory compliances. The vendor will ensure payment of wages as per Minimum Wages laid down by the Government, timely payment of wages to their employees, Opening and subscribing to EPF, ESI etc. for the employees engaged at IIIT Bhagalpur and timely and correct payments of the same.
 - c. IIIT Bhagalpur reserves its right to remove from the list of approved contractor/vendor or to ban business dealings with the contractor/vendor if found to have committed fraud, deception, misconduct etc. and also to suspend business dealings pending investigation.
 - d. IIIT Bhagalpur reserves the right to accept or reject any or all the Tenders or any part thereof at any stage of process without assigning any reason whatsoever. IIIT Bhagalpur has no obligations to accept lowest offer. IIIT Bhagalpur's decision in this regard shall be final and binding.
 - e. If the contractor/vendor is not following the instructions of mess committee/competent authority may lead to termination of contract.
 - f. In case the contractor is required to (or decide otherwise) to discontinue the contract, he/she must give at least three months' advance notice to IIIT Bhagalpur and shall remain essentially working for the said period of advance notice or till alternate arrangements are made.
- 8.9 Force Majeure:** If either party is prevented from the performance of its obligations in whole or in part for reasons of Force Majeure, viz., acts of God, acts of Government, acts of public enemy, war, hostility, civil commotion, blockade, sabotages, riots, fire floods, earthquake, explosions, epidemics, strike and lawful lockout, the period of Force Majeure shall be excluded accordingly. If force Majeure event(s) continue beyond the period of three months, the parties shall hold consultation to chalk out the further course of action. Neither party can claim any compensation from the other party on account of Force Majeure.
- 8.10 Conciliation:** Any dispute or difference whatsoever arising between the parties relating to or arising out of Contract, shall be settled first by Conciliation in accordance with the Govt. Rules and settlement so rendered between the parties.
- 8.11** Further, any legal dispute arising out of any breach of contract shall be settled in the court of competent jurisdiction located within the local limits of Bhagalpur, Bihar.
- 8.12** In pursuance thereof shall be final and binding on the parties. Reference to Arbitration shall be made only when the Conciliation has failed. All disputes will be subject to Bhagalpur Jurisdiction only.
- 8.13 Executing Authority:** The Competent Authority of IIIT Bhagalpur or his authorized representative shall be the Executing Authority for this job. All the Bills pertaining to the work order shall be submitted to the concerned office for processing for release of payment.
- 8.14** The contractor/vendor shall need to paid monthly charges for using allotted space for running mess. Details are placed at **ANNEXURE-IX**.
- 8.15** The Contractor shall hand over the allotted space along with infrastructure, if any, in original condition to IIIT Bhagalpur, on termination or expiry of the Contract.
- 8.16 Accommodation, Gate Pass etc.:** IIIT Bhagalpur will provide a few rooms for mess workers to stay in the IIIT Bhagalpur Boys' Hostel Kitchen Block, the rent of which is defined in Annexure IX. The Contractor/vendor shall be responsible for maintaining the rooms and if extra rooms are required, they will be arranging of their own. IIIT Bhagalpur shall provide necessary assistance to obtain gate passes to the mess workers.

Dated: .2024

Sd/-
Dr. Gaurav Kumar
Registrar Incharge

APPENDIX-A

SAMPLE MESS MENU

Weekly Menu and Mess Timings

Day	Breakfast (7:30 AM to 9:30 AM)	Lunch (12:30 PM to 02:30 PM)	Snacks (5:45 PM to 6:30 PM)	Dinner (8 PM to 10:00 PM)
Monday	Aloo Paratha, Curd, Ketchup, Tea	Rice, Mix Dal, Chapatti, Mix Veg (Seasonal), Salad, Papad/Chips	01 Pc. Bread Sandwich, Chutney, Tea	Rice, Mix Dal, Chapatti, Egg Curry/ Veg Kofta, Salad
Tuesday	Uttapam, Chutney, Seasonal Fruit	Rice, Rajma, Chapatti, Aloo Beans, French Fries, Curd, Salad, Pickle	01 Pc. Veg Cutlet, Chutney, Tea	Puri, Kabuli Chana, Dry-Aloo Bhindi, Jeera Rice, Dal Makhni, Salad
Wednesday	Sattu Kachori, Black Chana Sabji, Tea	Rice, Chapatti, Aloo & Green Veg Bhujia, Kadhi Pakoda, pickle, Mix-Dal, Salad	02 Pc. Biscuit, Coffee	Rice, Roti, Kadhai-Chicken /Paneer pasanda, Mix-Dal, Pickle, Salad
Thursday	Pav Bhaji, Chopped Onions, Seasonal Fruit	Rice, Mix-Dal, Soyabean Aloo Sabji/Seasonal Vegetable, Chapatti, French Fries, Salad	01 Pc. Samosa, Tea	Jeera Rice, Ghee Roti, Arhar Dal, Veg Manchurian, Rasogolla, Salad
Friday	Puri, Aloo Tamatar, Tea	Peas Pulao, Chana Dal, Dry Bhujia, Bhindi/ Lauki-Chana, Chapatti, Boondi Raita	Aloo Bhujia (Haldiram), Tea	Rice, Chapati, Butter Chicken/Afghani Paneer, Moong Dal, Salad
Saturday	Dosa, Sambhar, Coconut chutney, Seasonal Fruit	Khichdi Chokha, Curd, Papad/Chips, Salad, Pickle	Onion Pakoda, Coffee	Rice, Roti, Seasonal Vegetable, Arhar-dal, Salad, Ice-Cream (80 ml) / 01 Gulab Jamun
Sunday	Chole Bhature, Pickle, Chopped Onion, Tea	Rice, Butter Roti, Aloo Palak Sabji, Arhar Dal, Pickle, Salad	02 piece Rusk, Tea	Veg Biryani/ Chicken Biryani, Raita, Salad
Grand Feast (Dinner) During festive days e.g. Independence Day, Republic days, Holi, Diwali, Chath etc. (date and time will be decided by mess committee)		Open item: Pulao (Standard rice quality) and Puri bhaji, Chana Dal (dense), good salad and papad/pickle including table salt and green chilli. Limited items: ➤ For non-veg- chicken (150gm dressed each) Butter Masala, custard. ➤ For Veg- Palak Paneer (75 gm each) ➤ any other equivalent item based on boarder's choice, sweet, curd and cold drinks, custard		

Note:

1. Ingredient of Bhujia: Potato with Seasonal Green Vegetables (Parwal/Bhindi/Karelaetc.)
2. Green Salad (Cucumber/Carrot/Beetroot/Tomato/Onion/Lemon/Etc.): Minimum three of any salad items should be served as green salad.
3. Pickles (Mango/Lemon/Mix) will only to be served
4. Biscuits must be of Britannia/Parle/Biskfarm
5. Any changes of minor nature in the menu without affecting the cost to the contractor will be incorporated in the menu on the recommendations of the HMC/Wardens/HAB.
6. Seasonal Fruits - Orange (1 pc), Mango (1pc), Watermelon (100gm), Banana (1 pc), Guava (1 pc). Any one item should be served as per the menu and availability.
7. Note: Boiled Food will be provided on demand
8. There will be provisions of special lunch/dinners, the dates of which will be fixed by the Mess Committee. Usually, special lunches/dinners are served during festive days e.g. Independence Day, Republic days, Holi, Diwali, Chhath etc.
9. Maximum quantity of potato in vegetable should not be more than 40%.
10. Quantity of veg/non-veg items should be per person is as follows.

Non-Veg:

- Egg Curry (One Day – 2 Pcs),
- Chicken (One Day – 2 Pcs, 75 gm dressed each)

Veg:

- Paneer Butter Masala (One Day, Paneer weight should be 75 gm),
- Kadai Paneer (One Day, Paneer weight should be 75 gm),
- Mix Veg/Vegetable Kofta (One Day)

11. Sick Students under bed rest should be provided with food to be taken to their rooms.
12. Raw materials used in food production must be branded and Agmark certified. Loose food products will not be used.
13. All raw materials will be put up for inspection by IIIT Bhagalpur Mess Supervisor/Committee prior to use.
14. Details of regular suppliers of raw materials will be shared with IIIT Bhagalpur Mess Committee authorised by the Competent Authority to facilitate periodic inspection.
15. Left-over food will be disposed-off on daily basis and should be disposed-off with the help of composter machine.

Signature of the Tenderer with official seal

BRANDS OF CONSUMABLES PERMISSIBLE IN HOSTEL

MESS ITEM	BRAND/MANUFACTURERS
Salt	Tata/ Annapurna/ Nature fresh/Patanjali
Ketchup	Maggi/ Kissan/Patanjali/ Lal's
Oil (Sunflower)	Sundrop/ Natur Fresh/Patanjali/Fortune
Oil (Mustard) (use of Hydrogenated (vanaspati) oil is prohibited)	Dhara/ Mangal/Engine/Patanjali/Fortune
Ghee	Amul/Sudha
Atta	Ashirvad/ Shaktibhog/ Annapurna/Patanjali
Instant Noodles	Maggi/Top Raman/Patanjali/Lal's
Flavoured fruit drinks	Rasna/ Roohafza/ Guru Ji/Patanjali
Butter/Paneer	Amul/ Sudha/Patanjali
Cornflakes	Kellogg's/Patanjali
Jam	Kisan / Maggi/Patanjali
Tea	Brook bond/ Lipton/ Tata/Patanjali/Dalmia
Coffee	Nescafe/BRU/Patanjali
Rice	Mansoori/Kattarni/ Taj Mahal, India Gate (for special dish) /Patanjali/Ladoshree
Bread	Modern/ Morris/ Nasta/Patanjali/Shagun
Milk	Sudha Dairy/ Amul/Patanjali/Farm Fresh
Pickles	Priya/ Mother/Nilons/Patanjali/Lal's
Papad	Lijjat/Bikaji/Oswal/Patanjali/Lal's
Spices	Catch/ Badshah/ Everest/ M.D.H. Masala/ Patanjali/Farm Fresh
Ice Cream	Amul/ Mother Dairy/ Kwaliti Walls

The caterer may use any other standard/ FPO approved brands only if permitted by the Mess Committee in writing.

Signature of the Tenderer with official seal

TERMS AND CONDITIONS

A. Site Particulars

Indian Institute of Information Technology Bhagalpur is situated at BCE Campus Bhagalpur-813210, Bhagalpur, Bihar.

- a) The tenderer is advised to visit and examine the site and its surroundings and obtain for himself all information that may be necessary for preparing the tender and entering into a contract for execution of the work.
- b) The tenderer may also enquire about the availability and supply of provisions to enable the vendor to obtain timely and correct supplies.
- c) The Service available in the campus and the respective messes will be made available on as is where is basis. The tenderer can examine the same before submitting their tenders. The Contractor shall bring their own cooking and serving utensils.
- d) Vendors shall maintain all the above equipment and weekly maintenance to be carried out as per the schedule indicated by the in-charge of the Mess Committee during the service period.
- e) It is understood and agreed that the above factors have properly been investigated and considered by the Tenderer before submitting the Tender.
- f) No claim for financial or any other adjustments to contract price, on account of lack of clarity of such factors shall be entertained.
- g) The cost of visiting the site shall be borne by the Tenderer.

B. Electricity/Generator/Water/Miscellaneous Charge:

- The monthly electricity bill and water charges with Security deposit of ₹ 10,000/- will be paid by the contractor on actual basis along with pro-rata fixed charges levied by the Electricity Board for which sub-meter shall be provided by IIIT Bhagalpur. The electricity charges will be paid on or before 5th of every month on monthly reading basis. Further, the generator charges (if provided by the institute) also to be paid on actual basis. Any damage/loss due to misuse on the part of contractor's staff will be recovered at actuals, as decided by competent authority of IIIT Bhagalpur.
- Water Charges and other charges are mentioned in **Annexures IX**.
- The Contractor shall try his best to save energy by using the latest technology in catering service areas.

C. Use of Machines/Equipment

The contractor is permitted to bring in, install and use additional equipment's or appliances or vehicles required for cooking or serving or delivery. However, prior clearance/permission from Estate Officer / Mess Committee of IIIT Bhagalpur is mandatory before installing any additional equipment or appliance. Prior permission/information to the Security Section of IIIT Bhagalpur is mandatory for using any vehicles inside the Campus. It will be mandatory for the contractor to install and use the following machines/equipment: -

1. Dough Cutter
2. Vegetable Peeler/cutter/washer.
3. Used Dish/plate washing machine.

D. Disposal of Waste Food

- i. The vendor will take the responsibility for necessary waste segregation and be compliant with all the relevant government standards of waste management. Whenever possible, the vendor will actively explore alternatives to produce compost by utilizing organic

waste generated in the mess inside of IIIT Bhagalpur campus or disposal of waste originating from Mess/Kitchen to suitable location outside of IIIT Bhagalpur Campus as decided by the Competent Authority at the time of award of Tender.

- ii. The institute may also provide you composter machine for disposal of organic waste but vendor need to repair maintain the composter machine.
- iii. The vendor will maintain substantial inventory of dustbin bags, cleaning equipment and chemicals for at least 2 cycles of deep cleaning and 2 weeks of daily cleaning.
- iv. Daily and weekly food assessment should be provided and shared with the Mess committees to reduce wastage of food.

E. Monitoring/Penalty:

- i. Periodic food testing will be made by appropriate testing agency as decided by the competent authority.
- ii. The quality of ingredients as well as cooked items and the hygiene level will be checked randomly by the Associate Dean Students Welfare/ Coordinator, Hostel Affairs Board/ Members of the Mess Committee/ Competent Authority. In the event of use/serving of any substandard item, stale/spoiled food item and non-serving of approved item(s), use of unclean utensils as certified by the Hostel Mess Committee, formal complaint shall be recorded against the Contractor and appropriate penalty will be levied by the Institute on Contractor. Repeated complaints of this kind from the said authorities can result in the termination of the contract after appropriate inquiry by the Coordinator, Hostel Affairs Board and Associate Dean (Student welfare) and the decision of the Institute Competent Authority will be final in this regard.
- iii. The caterer will be fined in case of violation of the following rules on the recommendation of Mess Committee:
 - a. Vegetables used should be fresh and of good quality. If vegetables kept for use is found to be rotten or of poor quality, then a fine of Rs. **2,000/-** for each occasion will be imposed.
 - b. Items like Ajinomoto, Baking soda, colouring items etc are banned and they should not be used. If they are found in the kitchen premises penalty of Rs. **5,000/-** for each occasion will be imposed.
 - c. Kitchen and mess area should be kept neat & clean. If it is not kept clean, a fine of Rs. **2,000/-** for each occasion will be imposed.
 - d. For damages caused by the contractor to the kitchen equipment, vessels and other items supplied by the licensor, **twice** the cost of the equipment will be recovered.
 - e. Any complaint of insects cooked along with food found in any food item would invite a fine of Rs. **10,000/-** on the contractor.
 - f. Any complaint of soft objects like rope, hair, soft plastic, cloth etc in food will attract a fine of Rs **1,000/-** per complaint.
 - g. Any complaint of stones / pebbles will attract a penalty on the contractor which can range between Rs **2000/-** to Rs **5,000/-** depending on the size of the stone/ pebble per complaint.
 - h. Five or more complaints of unclean utensils in a day would lead to a fine of Rs. **2,000/-** on the contractor.
 - i. If mess committee agrees that certain item of a meal was not cooked properly then a fine of Rs. **5,000/-** would be imposed on the contractor.
 - j. Changes in approved menu (as per Appendix A) of any meal without permission of warden/mess committee would result in a fine of Rs. **5,000/-** on the contractor.
 - k. Fine on any discrepancy (personal hygiene of workers, misbehaviour by workers etc.) will lead to fine of Rs. **5,000/-** on contractor for every instance.
 - l. For any rules stated in the agreement,
 - First violation of the rule implies fine as per the rule.
 - Second and subsequent violations of the same rule within 30 days of previous fine will attract triple the initial amount of fine on the caterer.
 - m. Absence of proprietor or his representative empowered to take decision from mess committee meetings on due invitation (which will be held once every month or as decided) will attract a fine

of ₹25,000/- on caterer.

- n. As and when mess council proposes a fine it will inform the representative of the vendor or mess manager and fine will be imposed with consent of the wardens.
- o. Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the mess committee with consent with the wardens.
- p. Severity of hygiene failure shall be assessed and decided by the mess committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine and/or summary termination of the Contract.

F. Sign out Option

The students will be entitled to Mess Sign Off as per the norms set by the Institute, for which they will not be charged in the monthly messing.

G. Processing of Mess Bill

The processing of students' mess bills will be done on a monthly basis, with the finalization of the bill required by the 2nd day of the following month. The processing of the mess bill will be conducted electronically, and students will have access to it for review from the 2nd to the 7th day of the following month. Once all student queries are addressed, the mess bill should be submitted to the Office of the Registrar, preferably by the 10th day of the following month. The mess bill must be stamped and signed by an authorized signatory of the contractor. Along with the mess bill, proof of payment for the previous month's EPF & ESI contributions and staff salaries should be submitted. It will be ensured that the contractor's mess bill is cleared within 10 to 20 working days of submission, provided that the bill is complete in all respects. Mess charges are billed as per contracted rates. If a student goes out of station for more than three (03) consecutive days, he/she is allowed a mess rebate (as applicable) provided the absence from the campus is officially permitted by the concerned authority 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 participant should ensure that they give at least 24 hours prior notice in writing to the mess supervisor and caretaker/warden of the hostel. The contractor must maintain the mess rebate register. 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. The Contractor shall pay the monthly charges, if any, through NEFT/RTGS in favor of Registrar, IIIT Bhagalpur in the Institute's Account and submit the receipt of payment to the office latest by 5th of every Month.

H. Mandatory staff deployment on each shift* (for minimum of 300)

Sl. No.	Designation	Category	Minimum Strength	Desired Qualification
1	Manager	Highly Skilled	1	Diploma/Certificate in Catering Management, along with minimum 5 years' experience
2	Chief Cook	Skilled	2	Certificate in food production or equivalent, along with minimum 3 years' relevant experience
3	Assistant Cook	Semi-skilled	3	Minimum 3 years' experience in catering industry
4	Helper & Cleaner	Unskilled	8+1 (For service)	Relevant Experience

Note: HAB reserves the right to adjust/change the mess staff strength depending upon the modality of mess operation.

- a) The mandatory minimum staff deployment, as mentioned above, will be ensured by the Contractor during the peak period (**i.e. from August to November (Autumn Semester) and January to May (Spring Semester)**). During the rest of the academic year, staff strength may be revised proportionate to the student strength.
- b) The tentative staff deployment is mentioned above. If the number of students is above 300, the staff deployment must be increased and should be proportionate to the student strength (100:5).

I. Statutory Compliance

- i. The contractor shall be responsible for fulfilling the requirement for all statutory provisions of relevant enactments viz. Minimum Wages Act (Central / State), if applicable and as applicable, Payment of Wages Act, Industrial Disputes Act, Contract Labour (Regulation & Abolition) Act, 1970 read with the Central Contract Labour (Regulation & Abolition) Rules 1975, ESI Act, 1948, Workmen Compensation Act, 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, CGST Act, 2017, Income Tax Act, 1961, Payment of Bonus Act 1965, Payment of Gratuity Act, 1972, and any other law applicable for the employment of contract workmen as amended from time to time.
- ii. The contractor shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the Mess and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local bodies and other authorities in this regard, and the Service Provider shall indemnify the Institute against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.
- iii. The Institute shall be indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts, etc. Hence, noncompliance or violation of any of these provisions of any of the Acts would lead to the immediate termination of the contract. The contractor shall maintain all records required to be maintained under statutory enactments and the Institute's authorized representatives shall be entitled to inspect all such records at any time.
- iv. **Payment Minimum Wages:** The contractor shall not pay less than what is provided under the law to workmen engaged by him for the work. The wages should also be paid in time i.e., by the 5th day of the preceding month.
- v. The contractor shall be solely responsible as regards salary/ wages and service conditions and terms extended by the contractor to his workmen and shall in this connection maintain requisite records and comply with all laws/ enactment, rules and regulations and orders applicable to the contractor's employees/ workmen in general and in particular laws/ enactments, rules and regulations and orders dealing with employment of contract labour, payment of minimum wages, fire and safety regulations relating to employment of female workforce, security arrangements and such other rules and regulations as may be applicable at present or made applicable hereafter.
- vi. The Contractor shall enforce the provisions of ESI Act and Scheme framed there under with regard to all his employees involved in the performance of the Contract, and shall deduct employee's contribution from the wages of each of the employees and shall deposit the same together with employer's contribution of such total wages payable to the employees in the appropriate account. Contractor is required to submit documents/challans towards proof of remittance of ESI for the workers engaged for this work along with every RA bill.
- vii. The Contractor should comply with the provision of the Employees Provident Fund Act. The

contractor should promptly deposit PF deduction of the eligible contract employees plus the employers' contribution to the RPF. For this purpose, agency must submit a certificate in their Bill that PF amount has been deducted from the eligible employees and along with the employer's contribution has been deposited with RPF. In support of this, the agency must furnish the challan/ receipt for the payment made to RPF.

- viii. The contractor has to maintain record of all details called for by EPF organization for the labour employed by them and has to submit the same at any time if called for.
- ix. The contractor shall have separate ESI/PF code number on their own name and ensure prompt payment and submission of related returns on time to the authorities concerned and produce documentary evidence to that effect. The Contractor should have separate EPF and ESI Code numbers for all workers. The Contractor should ensure remittance of EPF and ESI, to the respective accounts of the individual contract worker. IIT Bhagalpur reserves the right to check the records.
- x. No worker below the age of 18 (eighteen) years shall be employed for the mess work.
- xi. The contractor shall pay equal wages for men and women in accordance with the applicable labour laws.
- xii. All liabilities of the Contract like Salaries, wages and other statutory obligations in respect of the persons engaged by the Contractor shall be borne by the Contractor. In view of the provisions of the ESI Act, P.F. and the EPF Act and other Acts, as may be applicable to IIT Bhagalpur, the Contractor shall submit proof of such compliance to IIT Bhagalpur periodically, or at any date upon such request, as may be made by IIT Bhagalpur to the Contractor. In the event of non-compliance with the statute or the provisions thereof, referred to above, it shall be open to IIT Bhagalpur to withhold such amount as in its opinion is due and payable by the contractor in respect of its employees from and out of dues, payable by the contractor in respect of its employees from and out of dues, payable by IIT Bhagalpur to the Contractor and such due shall be held by IIT Bhagalpur with it until proof is submitted by the Contractor to IIT Bhagalpur indicating compliance with such statutes within reasonable time, failing which IIT Bhagalpur shall deposit such amounts with the authorities concerned on behalf of the Contractor and inform the Contractor of such deposit or deposits.
- xiii. The provision of EPF & MP Act, 1952 and the Rules / Schemes there under shall be applicable to the Contractor and the employees engaged by him for the work. The Contractor shall furnish the code number allotted by the RPF Authority, to IIT Bhagalpur before commencing the work.
- xiv. The institute has the right to withhold the payment of bills in case the wages are not paid by due date and the ESI and EPF are not remitted in time. Institute also has the right to deduct the dues with penalty for non-payment and delayed payments of the same.
- xv. Bills for payment will be processed only if the wages for the employees for the month have been paid and ESI and EPF of the previous month has been cleared. A copy of wages registers duly signed by the workers and details of individual payment of ESI and EPF of the previous month with copy of challan of remittances have to be attached to the bills for processing.

J. Miscellaneous

- i. In case the Institute desires to include any new items in the Contract for food the same will be negotiated with the Contractor.
- ii. Polythene bags/plastic cups shall not be used in the IIT Bhagalpur premises. Plastic containers/polythene pouches in which any milk products or eatables are generally sold should

be disposed of as quickly as possible.

- iii. IIT Bhagalpur may organize conferences, schools, workshops etc. from time to time. Catering for the guests arriving on such occasions may be entrusted with the Contractor. The Contractor will be given advance intimation in this regard by IIT Bhagalpur. The Contractor may modify his activities accordingly, without affecting regular operation of the mess. The Contractor shall 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).
- iv. The Contractor's personnel shall not indulge in entertaining their guests/outside in the IIT Bhagalpur premises and shall not loiter in the IIT Bhagalpur premises and shall not normally move out of their specified area of operation.
- v. All the catering staff should be medically fit. They should be free from any contagious diseases. The Contractor shall get his employees medically examined once in three months and submit a fitness certificate to the coordinator Hostel affairs board.
- vi. The Contractor shall provide appropriate uniform to all their staff engaged by them and deployed on IIT Bhagalpur duty in sufficient quantity. The uniforms should be worn during working hours and should be cleaned at regular intervals.
- vii. The employees of the Contractor shall be provided gate passes, 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.
- viii. Issue of gate passes shall be subject to the approval of the coordinator Hostel affairs board and such approval shall be subject to the Contractor furnishing to the coordinator Hostel affairs board, copy of the letter of appointment issued by the Contractor 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. The gate pass may be withdrawn without assigning any reason.
- ix. The gate passes issued to the Contractor's personnel shall not ordinarily exceed the number which will be communicated to him by the Institute from time to time except to meet emergent, casual or temporary requirements.

Signature of the Tenderer with official seal

A. ORGANISATION DETAILS AND FINANCIAL PROFILE OF THE TENDERER**A. ORGANISATION DETAILS**

<i>Sl. No.</i>	<i>Particulars</i>	<i>Details</i>
01.	Names & address of Regd. Office of Company/firm/Agency with telephone No./email Id	
02.	Registration No. and Date of Registration of Company/firm/ Agency (must attach certificate of Registration).	Registration No.: Date of Registration:
03.	Name, Designation, Address, Telephone No. and Email Id of Authorized Person.	
Minimum Eligibility Criteria		
04.	Number of years of experience (Minimum 05 Years) for providing hostel mess services for at least 350 students to IITs/NITs/IIMs/Central Universities or any other Centrally Funded Educational/ Technical/Research Institution. Bidder must attach relevant documents clearly specifying the number of students served along with satisfactory/work completion certificate. Further, bidder has to attach all the requisite certificates/documents which will substantiate the claim of experience.	
05.	Annual Turnover (financial year wise) during the last Three Financial Year. Minimum Average Annual Turnover in three financial years (2020-21, 2021-22, 2022-23) must 05 (Five) Crore. attach separate sheet as per the format given at Annexure – III).	
06.	Valid Labour License Certificate (upload self-attested copy)	
07.	PAN Certificate. (upload self-attested copy)	
08.	GST Certificate (upload self-attested copy)	
09.	E.P.F. Registration Certificate (upload self-attested copy)	
10.	E.S.I. Registration Certificate (upload self-attested copy)	
11.	Valid Food Safety (FSSAI) Reg. Nos. for running Restaurants/ Students Canteen/ Similar Establishments. (upload self-attested copy)	
12.	Bidder must have at least One running contract for providing hostel mess services for at least 350 students in the Institutes as mentioned at Sl No. 4 above	
13.	Satisfactory/work completion/equivalent certificates from minimum two organization (as mentioned at Sl. No. 4 above) / hostel mess, in the prescribed Annexure IV or its equivalent.	
14.	Declaration regarding blacklisting / non-blacklisting from taking part in Govt./PSU/CAB tender in the prescribed annexure	
15.	Whether attached the EMD DD in lieu of EMD	
16.	Whether required Tender Fee in the form of valid D.D. is attached	

Note:

1. Bidders may attach/upload separate sheets wherever required for furnishing above details. However, such sheets must be duly signed with seal. Unsigned documents may lead to rejection of bids
2. If details do not fit in the given columns separate sheet(s) may be attached. **Organizational** structure: To include details of Proprietor/Directors, managers and other officials both at headoffices and regional offices. Count of staff on roll in each organization should also be provided. Add as a separate enclosure.

(Stamp & Signature of Bidder)

B. FINANCIAL PROFILE

Annual turnover statement: Tenderer shall indicate herein his annual turnover during the following five years based on the audited balance sheet / profit and loss account statement.

Financial Year	Annual Turnover (₹)
2018-2019	
2019-2020	
2020-2021	
2021-2022	
2022-2023	
Average Annual Turnover	

Note: Copies of audited Balance Sheets with Profit & Loss Account statements for given five years shall be submitted along with the tender and/or Annual Turnover Certificate from a Chartered Accountant, duly certified and bearing a Unique Document Identification Number (UDIN).

Any Other Details or Information the Tenderer Wishes to Provide.

(Stamp & Signature of Bidder)

ANNEXURE-II

CLIENT LIST AND DETAILS OF CLIENTS OF TENDERER

Sl. No	Name of Client	Location & Address	Contact details of client. Email & Mobile	Description of the work and type of contract	Annual Value of Contract	Duration / Period	Number of persons for whom catering services being provided	Number of personnel deployed for the contract	Remarks
1									
2									
3									

Note:

- a) If details do not fit in the given columns, separate sheet(s) may be attached.
- b) Please provide substantial proof to support each entry as asked for. Entries without proof are liable to be rejected. In case of doubt additional documentary or other evidences may be called for if found needed by the concerned officials of the Institute.
- c) Tenderer shall furnish the experience details as above only of those contracts, which they consider suitable for meeting the qualifying requirements specified in the Notice Inviting Tender. IIIT Bhagalpur reserves the right not to evaluate any other contract details. Details of more contracts may be furnished in the same format, if desired.
- d) Tenderers may note that non-submission of relevant supporting documents will lead to rejection of their tender. It shall be ensured that all relevant supporting documents are submitted along with their tender in the first instance itself. Evaluation may be completed based on the details so furnished without seeking any subsequent additional information.
- e) If the tenderer has executed/ completed similar nature of work (as called in Experience Criteria of Notice Inviting Tender), as a part of combined work order, then it is the responsibility of the tenderer to produce documentary evidence from Client to establish the value and description of such works and that the tenderer meets the experience requirements of tender.
- f) Any Other Details or Information the Tenderer Wishes to Provide.

(Signature of the Tenderer with official seal)

(Undertaking from Bidder on their Letter Head)

To
The Registrar Incharge,
Indian Institute of Information Technology Bhagalpur
Sabour, Bhagalpur – 813210 (Bihar)

Subject: Undertaking for the participation in the Tender Ref No. _____,
dated _____.

Sir,

1. I / We hereby agree to abide by all terms and conditions laid down in the Tender document.
2. This is to certify that I / We before signing this bid have read and fully understood all the terms and conditions/scope of work and all other instructions contained therein and undertake myself/ ourselves abide by the said terms and conditions.
3. I/ We shall provide hostel mess service at IIIT Bhagalpur, if work awarded.
4. I/We am/are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
5. I/We hereby declare that I/We am/are not a relative of any of the employees of the Indian Institute of Information Technology Bhagalpur. Nor do I/We have any relationship whatsoever with any of them.

(Signature of the Tenderer with official seal)

Annexure-IV

SELF-DECLARATION REGARDING BLACKLISTING / NON-BLACKLISTING FROM TAKING PART IN GOVT./PSU/CAB TENDER

I / We Proprietor/ Partner(s)/ Director(s) of M/S_____ hereby declare that the firm/company namely M/S _____ has not been blacklisted or debarred and no Police Case or Vigilance enquiry pending or have ever been punished by any Hon'ble Court. No dues towards any tax liabilities is pending and GST is not cancelled as on the date of the declaration. Our firm has not been blacklisted in the past by IIIT Bhagalpur or any other Govt. funded Educational Institutes such as NITs, IITs, Universities and other similar institutions/Central Autonomous Bodies/Central Research Organisation/ PSU/Central Autonomous Body from taking part in such tenders.

OR

I/We Proprietor/Partner(s)/Director(s) of M/S_____ hereby declare that the firm/company namely M/S._____ was blacklisted or debarred by Govt. funded Educational Institutes such as NITs, IITs, Universities and other similar institutions/ Central Autonomous Bodies/Central Research Organisation/PSU/Central Autonomous Body from taking part in Government tenders for a period of _____ years w.e.f._____. The period is over on_____ and now the firm/company is entitled to take part in Government tenders. Further, no Police Case or Vigilance enquiry pending or have ever been punished by any Hon'ble Court. No dues towards any tax liabilities is pending as on the date of the declaration. In case the above information found false, I/We are fully aware that the tender/ contract will be rejected/cancelled by IIIT Bhagalpur and EMD/SD shall be forfeited. In addition to the above IIIT Bhagalpur will not be responsible to pay the bills for any completed/partially completed work.

(Stamp & Signature of the Bidder)

**EXPERIENCE CUM SATISFACTORY CERTIFICATE
(To be submitted on organization's letterhead, along with Technical Bid)**

This is to certify that M/s _____ who
is operating/operated _____ [please write] hostel mess
services at _____ [name of the Institute]
for the past _____ years/completed _____ years.

Name of Hostel/Mess _____

Annual Value of the Contract _____

Date of commencement of work _____

Date of Completion of work/ongoing _____

No. of students for whom Hostel Mess service has been provided/is being provided _____

Performance feedback about the service quality & hygiene (Please write)

- Excellent _____
- Very Good _____
- Good/Satisfactory _____
- Mediocre _____.

**Signature of the Competent Authority
(Director/Vice-Chancellor/Registrar/
Chairman, HMC etc.)
with Seal Name & Designation:
Email & Contact No.:**

ANNEXURE – VI

PROFORMA FOR FURNISHING DETAILS OF MANPOWER TO BE DEPLOYED
AT IIIT BHAGALPUR MESS

General Details

Sl. No.	Details	Nos	No. of years in service	Educational/ Professional qualifications	Previous Experience	Remarks
1	Manager					
2	Chief Chef					
3	Assistant Cook					
4	Helpers & Cleaners					
5	Any Other staff Proposed to be deployed may be provided					

(Stamp & Signature of the Bidder)

ANNEXURE – VII

EXCEPTIONS AND DEVIATIONS STATEMENT

Tenderer may stipulate exceptions and deviations to the tender document, if considered unavoidable as per the following format:

All exceptional / deviations taken by the Tenderer to the stipulations of the tender document shall be brought out in the Technical Bid (and not in the Price Bid) strictly as per this format. Any exceptions/ deviations brought out elsewhere in the tender shall not be construed as valid.

Signature of the Tenderer with official seal

Annexure-VIII

Format of Financial Bid*

(Financial bid to be submitted in a separate envelope)

Particulars	Rate per student per day	Taxes, if any	Total (Including GST) in ₹
Mess charges for Breakfast, Lunch, Snacks, and Dinner (as per menu mentioned in NIT Appendix-A)	(Rs. _____)		
<i>Total in words:</i>			

Note:

- (a) **The bidder should not quote less than Rs. 130.00 (Excluding Taxes) for mess charges per student per day. If quoted less than Rs. 130.00, the bidder will be disqualified.**
- (b) **The quoted value will be Grand Total (Including GST).**

(Signature of the Tenderer with official seal)

ANNEXURE-IX

MONTHLY CHARGES FOR RUNNING MESS SERVICES AT IIIT BHAGALPUR.

Sl. No.	Dining Halls	Particulars	Locations	Area	Rates	Remarks
01		Monthly Rent	Kitchen Area, Worker's Toilet, Store Room & Manager Room.		Rs. 15,000.00 (Fixed) per month.	Rates may be revised from time to time as per office memorandum issued from Office of the Registrar.
02		Water charges	Kitchen Area, Workers' Toilet	-	Rs. 2000/- (Fixed) per month.	Water charges may be revised from time to time as per institute norms.
03		Electricity & Generator Charges (Will be provided on request or availability)	Kitchen Area		100% of actual consumption	The electricity charges will be as per actual as levied to Institute for each and every month.
04		Maintenance Charges	Complete allotted space	-	-	Will be maintained By agency/contractor.

(Signature of the Tenderer with official seal)

ANNEXURE-X

S. No.	Details of Documents	Submitted (Yes/No)	Placed on Page
01	FSSAI Certificate		
02	ISO 9001:2015 Certification		
03	ISO 22000:2018 Food Safety Management System Certification		
04	HACCP (Hazard Analysis Critical Control Point) Certification		
05	Letter of Recommendation		
06	Audited or CA certified statement of accounts		
07	CA certified certificate of annual turnover		
08	GST Registration Certificate		
09	PAN Card Copy		
10	ESI & EPF Registration Certificate		
11	License under contract labour (Regulations & Abolition) Act, 1970		
12	Partnership Deed/ Company Registration Certificate, as applicable		
13	Tender Fee DD of Rs. 1,180/-		
14	Earnest Money Deposit of Rs. Rs. 2,00,000/-		
15	Signed Tender Document		
16	Organization Details and Financial Profile of the Tenderer (Annexure I)		
17	Details of clients (Annexure II)		
18	Undertaking from Bidder on their Letter Head (Annexure III)		
19	Self-declaration regarding blacklisting / non-blacklisting (Annexure IV)		
20	Experience cum satisfactory certificate (Annexure V)		
21	Details of Manpower Proposed to be deployed (Annexure VI)		
22	Exceptions and deviation statement (Annexure VII)		

(Signature of the Tenderer with official seal)

MESS FEEDBACK AND ASSESSMENT

Hostel Affairs' Board will collect the student feedback as per proforma below and evaluate the performance of the Caterer every semester.

Category	Description	Points (Please Tick)				
		Excellent	Good	Average	Poor	Bad
		5	4	3	2	1
a	Catering and Punctuality					
b	Cleanliness, hygiene and waste disposal					
c	Overall Satisfaction with food Cooked & Served for Breakfast					
d	Overall Satisfaction with food Cooked & Served for Lunch					
e	Overall Satisfaction with food Cooked & Served for Dinner					
f	The quality of ingredients used for cooking					
Total Points						

Total points received from the students will be summed up and the Average will be calculated and shall be evaluated as below.

- | | | |
|--------------------------|---|-----------|
| A. Above 24 | = | Excellent |
| B. Above 18 but below 24 | = | Good |
| C. Above 12 but below 18 | = | Average |
| D. Above 06 but below 12 | = | Poor |
| E. Below 6 | = | Bad |

- a. For a 'Bad' score, the penalty shall be 30% of the bill, a double warning and shall be liable to termination of the service.
- b. For a 'Poor' score, the penalty shall be 20% of the bill and a warning.
- c. For an 'Average' score, the penalty shall be 5% of the bill with instruction to improve.
- d. For a 'Good' or an 'Excellent' score, no penalty with request to keep up and improve still further.

I/We agree to the above terms and conditions of catering.

Signature of Caterer along with official seal and address

Date:

Place: