

INDIAN INSTITUTE OF TECHNOLOGY MANDI
EXPRESSION OF INTEREST FOR CATERING SERVICES

No. IITMandi/Catering Service/2016-17/ 8788

Dated 19.12.2016

1. IIT Mandi Website

Letter Date: 19th December, 2016

Last Date of submission of Proposal: 04:30 P.M. on 9th January, 2017

Date of Opening of Proposal: 5:00 P.M. on 9th January, 2017

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RECREATION CENTRE CATERING EXPRESSION OF INTEREST

IIT Mandi invites bids for dining facilities on fixed cost basis for its **faculty and staff (for Breakfast, Lunch, Evening Snacks & Tea/Coffee, and Dinner)**. Lunch will be the basic North Indian meal with a few add-ons available. Dinner will be a la carte with South Indian, North Indian, Bengali and Chinese dishes. The faculty-staff club committee members' reserves the right to award contract for recreation centre to same or different caterer.

The duly filled forms with supporting scanned documents must be emailed to IIT Mandi by 5.00 PM on or before 9th January, 2017. The bidding agency/company/cooperative must have good experience of running restaurant and/or mess of approximately 30 to 60 seats restaurant/mess or proven capability of providing similar services in the past for at least two years. It should be noted that the staff involved would be properly dressed and shall be well trained with aspects of hygiene and sanitation & cooks should be familiar with the different cuisines.

As part of the application, an interested caterer should submit the following items:

1. Price information: (a) It shall contain details of rate as per the menu specified below.
(b) It would also contain details of the persons and their numbers to be deployed in the recreate centre for providing services. (c) Also, a document indicating ECIS and EPF payment to the employees need to be furnished for preceding one year.
2. Technical information: It shall contain information regarding business turnover, experience and other details of the firm to judge the suitability of the caterer.

Only those parties will be considered who are found suitable and meet the eligibility criteria.

The contract will be awarded initially for a period of one year to the successful caterer. This period may be extended on satisfactory performance for 2 more years after a review each year. The successful caterer shall be bound to execute an agreement on non-judicial stamp paper of Rs.100/-. Institute reserves the right to reject some or all the applications without assigning any reasons whatsoever.

General Instructions:

1. Eligibility Criteria:

1. The applicant should be in catering business for a minimum period of two years as on 30th December, 2016, with the following requirements:
2. Should have experience running or managing a catering facilities having not less than 30 persons on its dining strength since the last 12 months.
3. Should not have incurred any loss in more than two years during the last five years ending 30th December, 2016.

2. Scope of Work:

The caterer is expected to provide the following services:

- a) Cooking and serving meals (breakfast, lunch, evening snacks, and dinner).
- b) Facilitates procurement of raw material for and on behalf of the institute.
- c) Managing and control of stocks and inventories.
- d) Add-on sales (approved by mess committee). Residents may use these add- ons to get 'extra' items not included in the basic menu of the serving items.
- e) Cleaning of utensils, kitchen and serving items.
- f) Cleaning of cooking, dinning and auxiliary areas.
- g) Security of the equipment, utensils and other items in the mess.
- h) Maintenance of the equipment in the kitchen and dining area.
- i) Maintenance of books, ledgers, other records and documents related to running of the facility.
- j) Deployment and supervision of required man power for the above mentioned tasks.

As can be noted from the above, operational services shall **NOT INCLUDE** preparation of menu and any policy matter related to running the restaurant. All such decision will be taken with the approval of the relevant executives of the faculty-staff club committee.

Accounting and Payment:

- The bills will be given to the users on a per meal basis and the amount should be collected by the vendor, IIT Mandi will not be responsible for payment. The rates for all the items for which the bills are raised, must have been prior approved by the competent authority.

- The rates so fixed are inclusive of all taxes duties, and levies etc. imposed by the state/central government and local bodies as on the dates of award of the work. However, if any new tax, duty or levy is imposed or enhanced by the government/local bodies subsequent to the award of work, the same shall be discussed with the competent authority for revising the rates.

- The caterer shall be accountable for on-the-spot sales of add-ons and its accounting.

Important Notes:

1. The faculty-staff club committee reserves the right to:
 - Amend the scope and value of the contract
 - Amend the rate of the contract
 - Award the contract of the restaurant to any empanelled agencies
2. For any of the above actions, the Institute shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same.
3. The Institute may ask all or the short listed applicants for a cook off, where the applicants will have to cook and serve the committee a list of items which will be provided by the committee.
4. Effort on the part of the agencies or it's agent to exercise influence or to pressurize the Institute for this contract shall result in rejection of the application. Canvassing of any kind is prohibited.

Menu Details:

Quote the price of each item, as well as a base price for Lunch and add-ons

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|---------------------|---|---|--|----------------------------|---|---|--|
| LUNCH | Jeera rice | Rice | Rice/Jeera rice | Chole Bhature | Veg Pulav/Veg Fry Rice | Rice, Roti | Tomato soup |
| | Roti | Roti | Roti | Poori | Rajma masala | Aarhar dal tadka | Veg Biryani |
| | Mix veg | Gobi masala | Aaloo Jeera/Achari Aaloo | Jeera rice | Paneer (veg) or Chicken (Non veg) | Veg Manchuria n/ Cabbage Aloo Mattar | Mattar or Kadahi Paneer (Veg)/Kad ahi or Butter Chicken (Non Veg) |
| | Dal Makhani | Yellow Dal fry | Mushroom Dopiyaza/Paneer item (veg) or Chicken curry (Non veg) | Mix veg | Palak kofta/veg kofta | Jeera Raita | Bhindi Masala/AI oo Bhujia |
| | Veg Raita | Boondi Raita | Chana dal | Boondi Raita | Veg Raita/curd | Kadhi Pakoda | Veg Raita |
| | Salad | Salad | Salad | Salad | salad | Salad | Salad, Papad |
| | Jalebi Rabri (sweet dish) | Sewiyani Kheer (Sweet dish) | Fruit Custard (Sweet dish) | Rice kheer (Sweet dish) | Gulab Jamun (sweet dish) | Bread toast Rabdi (Sweet dish) | Sooji Halwa (Sweet dish) |
| Add- ons | Veg fried rice | Mattar Paneer | Egg Bhujia | Paneer dish | Paneer Masala | Fruit custard | Tea, coffee |
| | Egg curry | Makhni Paneer | Egg Biryani | Egg curry | Paneer biriyani | Egg curry | |
| | Lemon rice | Veg Biryani | veg fried rice | Egg fried rice | Veg fried rice | Egg bhurji | |
| | Paneer | Fried Rice | Ice cream | Chicken Biryani | Egg fried rice | Paneer Bhurji | |
| | Parantha | Veg noodles | Veg Soup | Veg fried rice | Egg curry | Veg fried rice | |
| | Egg fried rice | Veg Pasta | Lemon Rice | lemon rice | Ice cream | Veg noodles | |
| | Tea, coffee | Tea, coffee | Fish curry/Fish Fry | Ice cream | Fish curry/Fish Fry | ice cream | |
| | Next week more items will be added | Next week more items will be added | Tea, coffee | Fish curry/Fish Fry | Tea, coffee | Fish curry/Fish Fry | |

Branded items (as given below) should always be used. A suitable monetary penalty will be levied if the specified brand is not used.

- Butter - “Amul/mother dairy pasteurised” (not “Amul delicious”)

- b) Jam - Kissan or Tops or Bhaira
- c) Ketchup – Kissan, Tops, or Cremica
- d) Masala – MDH, BMC, or Catch
- e) Rice - Basmati of branded company approved by mess committee
- f) Atta – as approved by the club committee
- g) Besan – as approved by the club committee
- h) Oil – Fortune/ Neutralla: Refined Sunflower/Soyabean oil
- i) Tea bag – TajMahal or a brand approved by club committee
- j) Coffee – Nescafe, Bru, or Tata or Leo
- k) Pickles – MTR or Priya or a brand approved by club committee
- l) Desi Ghee- Amul or Britannia
- m) Bread/Paav/Bun- Bonn
- n) Salt– Tata, Captain Cook, or Annapurna
- o) Milk – Approved by faculty-staff club committee with water content not exceeding the specified limit.
- p) Brand of any other item required or any of the above items, in case of non-availability of above brands, will be mutually decided by the faculty-staff club committee and the caterer and approved by the competent authority.

Note on the Menu:

1. The caterer will not serve any item whose rates have not been approved by the competent authority beforehand.
2. Non-Veg should be served as per the menu irrespective of festivities like Navratras etc.
3. All equipment brought by the caterer into the recreation centre premises must be registered with the competent authority
4. The caterer will be responsible for cleaning of the kitchen and the dining area, including the wash basins and the dustbins for maintaining proper hygiene and sanitation.
5. The caterer will also provide soap cake/liquid soap and hand towel for the wash basins in the catering area.

Tentative Timings:

The following timings will be followed:

Breakfast: 7.30 am to 9.30 am on weekdays (Mon to Fri).

8.30 am to 10.00 am (Sat, Sun and Institute Holidays).

Lunch: 12.00 pm to 2.00 pm

Evening Tea: 5.00 PM to 6.00 PM

Dinner: 7.30 pm to 9.30 pm

Note: The above schedule is subject to change by the order of faculty-staff club committee.

Sd/-

Dr. Shaym K Masakapalli
Assistant Professor

Annexure-I

Application Form for Technical Information

(A scanned copy of the form and supporting documents should be sent via email before the deadline)

1. Name of the Registered Company/ Cooperative/Agency:
2. Address of the Registered Office:
3.
 - a. Registration Number and date of registration of company/cooperative/agency:
 - b. Shops and Establishment Act registration No.
 - c. EPF Registration No. and date:
 - d. ESI Registration No. and date:
4. PAN Number:
5. Type of Organization
(Whether proprietorship, Partnership, Private Ltd. Company or Co-operative body etc. In case the applicant is a non-individual, Certified copy of a Partnership deed/ Certificate of Incorporation/Certificate of Registration issued by the Registrar of Cooperative Societies/ as the case may be enclosed):
6. Name of the Proprietor, Partners/Directors of the applicant with addresses and phone numbers:
 - 7a. Income tax return filed for financial years 2014-15 and 2015-16 (Yes/ No) (scanned copies to be enclosed)
 - 7b. Service tax, Sales tax/VAT Registration Number (scanned copy of certificates to be enclosed)
8. Whether police verification certificate of all the staff presently engaged by you kept on record with you: Yes / No
9. Enclose performance certificates for catering from previous clients between the years 2014- 2016 separately.
10. Yearly turnover (enclose copy of audited balance sheet where appropriate)
Financial Year 2014-15
Financial Year 2015-16
11. Years of relevant experience:
12. List of similar completed works executed during the last 12 months (see the eligibility criteria):

| S.No. | Location of the work | Name of organization | Contract amount (Rs.) | Contract Period | Name & Contact No. of the client |
|-------|----------------------|----------------------|-----------------------|-----------------|----------------------------------|
| | | | | | |

Signature of applicant with seal

Notes:

1. Information has to be filled up specifically in the format provided.
2. Applicant not providing details or with insufficient details shall be rejected.

Annexure – II

Application Form for Price Information

(A scanned copy of the form and supporting documents should be sent via email)

1. Daily restaurant rate (as per the menu given above): _____
2. Total number of people deployed in the restaurant and their respective roles
3. ECIS and EPF payment information to the employees for the last one year

GENERAL TERMS & CONDITIONS FOR THE AWARD OF CONTRACT

1. Initially the license will be given for one year. The faculty-staff club committee will judge the performance of the establishment after each year. After reviewing the performance, the License may be considered for renewal for a period as deemed suitable by the faculty-staff club committee.
2. If at any stage the involvement of the caterer in any uncalled for activity is found, inside or outside the premises of the Institute, which may bring disrepute to the Institute, the license is liable to be terminated by the competent authority by giving one month's notice to the caterer. In case caterer wants to terminate the contract, he/ she shall have to give a minimum of two months' notice to the Institute.
3. The caterer shall not subcontract to another person/business.
- 4 The caterer / his servant(s)/ his nominee will **not be permitted** to stay overnight in the recreation centre premises.
5. The premises of the recreation centre will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the competent authority.
6. The caterer will not be permitted to franchise the recreation centre for any other commercial activity outside the scope of faculty-staff club.
7. No person with any offensive police record shall be employed to work in the recreation centre.
8. Safety measures are to be provided by the Caterer himself/ themselves.
9. Any change like timing of operation, rate of items and any additional item to be included will require the permission of the competent authority.
10. The caterer will ensure and comply with the provisions of various municipal and other Rules/ Regulations/ Laws of the Government in respect of wages and other benefits to his employees.
11. The Institute shall not be caterer in case any dispute takes place between the caterer and his employees.
12. Legal disputes, if any, shall be subject to the jurisdiction of Mandi Courts only.

Indian Institute of Technology Mandi
Specific Terms and Conditions

Mode of Operation:

1. The caterer would provide breakfast, lunch, evening tea with snacks and dinner. Each of these will have certain items mandatory for the caterer to provide as a part of the basic menu. Besides these, certain other items (add-ons) will be available on extra messing. The mandatory items are listed in the detailed menu attached above.
2. One supervisor will always be present during breakfast, lunch, evening snacks, and dinner. It is desirable that the same supervisor continues at least for six months, in case of any change, the competent authority should be informed.
3. The restaurant will operate on all days of the year and at least one supervisor will be present every day.
4. Caterer need to provide breakfast, lunch, evening snacks, and dinner to Institute guests as and when required and Institute will settle the bills.
5. For each of the meals or extra items, it will be mandatory for the caterer to serve the items of a fixed weight/size at price decided priory and approved by competent authority.
6. All items will be cooked in the kitchen of the recreation centre. No cooked item, except some snacks identified beforehand, will be brought from outside.
7. On special occasions, the menu will be identified by the faculty-staff club committee and the rates for the same will be approved by the competent authority BEFORE the actual event. The payment for the special meal will be made as per the approved rates.

Employees:

1. The caterer will have to register all his employees who will be working in the mess along with a copy of their photographs, residential details for clearance by the IIT Security.
2. The caterer will have to ensure that the employees are in clean and proper uniform, maintain personal hygiene, and maintain discipline in the campus.
3. No employee is permitted to stay overnight in the campus.
4. No space is provided to the employees during the day time. If such a facility is provided, the caterer will pay for the facility. The rate will be decided by the competent authority and mutually agreed by the caterer.

5. In case the caterer does not follow points 1 – 5, then suitable penalty may be imposed as deemed necessary by the competent authority.

Sd/-
Dr. Shaym K Masakapalli
Assistant Professor