



**INDIAN INSTITUTE OF TECHNOLOGY BOMBAY  
HOSTEL COORDINATING UNIT  
TENDER DOCUMENT**

**HOSTEL MESS**

**(Hostel No.7/8/21)**



**Tender No- HCU/Mess RE- Tender/7-8-21/2025**

Indian Institute of Technology Bombay invites offline bids in two bid system from reputed, experienced, and financially sound parties.

**Tender information summary**

1	Date of tender publishing on website	<b>21-06-2025</b>
2	Bid submission start date and time	<b>21-06-2025 (10.00 AM)</b>
3	Pre-Bid meeting and site visit at IIT Bombay	<b>24-06-2025 (3.00 PM)</b>
4	Last date and time for submission of bid	<b>02-07-2025 (1.00 PM)</b>
5	Opening of Technical Bid	<b>02-07-2025 (3.00 PM)</b>
6	Presentation by the bidders ( <b>top seven bidders</b> )	<b>07-07-2025 (11.00 AM)</b>
7	Site visits by the committee for <b>top five bidders</b> +2 days	<b>08-07-2025 &amp; 09-07-2025</b>
8	Estimated Tender Value	<b>Rs. 6 Crore (Approx.)</b>
9	EMD	<b>Rs. 25 Lakh</b>
10	Schedule for Opening of Commercial Bid	Will be notified later
11	<b>Tentative date of starting Mess services</b>	<b>15.07.2025</b>

The Tender Document can be downloaded from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app> or the Institute website. The bid is to be submitted offline on or before the last date and time of submission of the tender. The address for submission of bids is given below:

**Hostel Coordinating Unit (HCU)  
Nandan Nilekani Main Building  
IIT Bombay, Powai, Mumbai- 400076**

**The right to suspend the tender process or part of the process, to accept or reject any or all the tenders at any stage of the process and/or to modify the process or any part thereof at any time without assigning any reason thereto vests with IIT Bombay without any obligation or liability whatsoever.**

1. This tendering document is for the process of selecting a catering contractor for the mess in **Hostel- 7/8/21** on the campus. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- (a) Terms and conditions along with the responsibilities of the caterer.
- (b) Rules pertaining to the daily functioning of the mess.
- (c) Fire and Safety Requirements
- (d) Penalties for violation of mess rules.
- (e) Technical and Commercial Bids evaluation process.
- (f) Annexures ('A' to 'H')

2. Interested caterers (hereafter referred to as 'bidders') may participate in a pre-bid meeting and inspection of the Hostel mess premises on **24-06-2025 at 3.00 pm**. Please be present at the **Conference Room, Office of the Associate Dean (Student Affairs)** for this purpose. For any communication, please send an email to [hcu.office@iitb.ac.in](mailto:hcu.office@iitb.ac.in) / [arhcu.iitb.ac.in](http://arhcu.iitb.ac.in)

**3. The agenda of the pre-bid meeting is as follows:**

(i) To get acquainted with the bidders about the ground realities of the Mess operation and salient points of the terms and conditions, procedure for the selection of a bidder.

(ii) All bidders are requested to go through the tender and send queries by e-mail [hcu.office@iitb.ac.in](mailto:hcu.office@iitb.ac.in) by 23.06.25 (05:45 pm).

(iii) The bidders will be asked to visit the mess and look at the kitchen and mess facilities of the hostel advertised for mess tendering.

4. Prospective bidders are encouraged to attend this meeting. The deadline for submission of technical and commercial bids, containing documents stated in the latter part of this tender document, along with an **EMD of Rs 25 lakhs**. A Demand Draft of this amount should be made in favor of the Registrar, **IIT Bombay**, payable at Mumbai. The EMD amount will be refunded to unsuccessful bidders on or before the 30<sup>th</sup> day after the award of the contract.

5. Technical and commercial bids must be submitted in **separate sealed envelopes**.

The technical bids will be opened on **02-07-2025 at 3.00 pm** in the Office of the Associate Dean (Student Affairs). The bidders shortlisted for presentation or site visit /opening of the financial bid will be communicated accordingly.

## Terms and Conditions, along with the responsibilities of the Caterers

The Mess in the hostel consists of a kitchen and a dining hall. The important terms and conditions are listed below:

### 1. Legal terms are as follows: -

- (i). The Contract Agreement would be for a period of **twelve months** and subsequently may be renewed for an additional period of one year or part thereof, subject to satisfactory performance. The **maximum period of the contract will be for 03 years**.
- (ii). After 45 days of operation, the services of the caterers will be evaluated on the basis of the guidelines and rules detailed in this document and the service agreement executed with the caterer. If the caterer fails to meet the expectations and promises made, without a satisfactory reason, or the Hostel Council gives negative feedback, then their service agreement will be terminated after approval of the Associate Dean (SA).
- (iii). Within 30 days of execution of the agreement, the caterer shall be required to provide a **Performance Bank Guarantee of Rs. 25 lakhs for Hostel 7/8/21 for the due performance of the caterers**. This Bank Guarantee should be from a scheduled nationalized bank. **This Bank Guarantee shall be effective for a period of 14 months**. In case of renewal of the agreement, the bank guarantee should be renewed for a period of 14 months from the date of renewal.
- (iv). The catering contractor has to pay a license fee of **Rs 10,000/- per month for Hostel 7/8/21** for the first year and at such rate as may be fixed by the Institute for the subsequent years from time to time.
- (v). The catering contractor will **pay Rs. 1,000/- per month for Hostel 7/8/21 towards water charges every month**. Wastage of water must be avoided.
- (vi). Electricity shall be provided free of cost. Unnecessary electricity wastage, if found, would attract a fine.
- (vii) The caterer shall follow the food waste management guidelines of the institute.
- (viii). The contractor shall possess all necessary statutory documents for running a mess and shall provide the same to the HCU / any authority on request from the HCU.
- (ix). In the event of award of the contract, the contractor should register themselves with the Regional Labour Commissioner (Central), Mumbai as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities
- (x). The Caterer is being provided space and other facilities to run his business on the campus, in a specific hostel. Therefore, **the relationship between the Caterer and the Institute/Hostel is not that of a Principal Employer and Contractor**.
- (xi). The per day per student rate shall be revised by a maximum of 5% or based on the percentage increase in the Consumer Price Index, whichever is lower, from the date of renewal of the tenure of the Contract (i.e, after completing the period of twelve months).

(xii). The Caterer should obtain, within one month of award of work, the necessary license from FSSAI (Center / State) and BMC to run a food outlet at the address of the respect Labour Law and regulation

## 2. **Labour Laws and regulations.**

(i). The caterer should adhere to all the labour laws of the land, which include the provisions of the Provident Fund Act, the Minimum Wages Act, stipulated work hours, bonus payments, issue of salary slip, experience letters, ID cards, Gate Pass, and other such acts which are applicable. Penalty may be enforced on the caterer for not following the guidelines, and a complaint be registered against the Caterer.

(ii). The caterer should ensure that the payment is made to the labourers as per the Minimum Wages Act, to the satisfaction of IITB. The payment is to be made into the bank accounts of the employee by the 7th of every month, and the statement of the accounts, along with any necessary documents, is to be submitted to the hostel managers by the 20<sup>th</sup> of every month. EPF and ESI facilities must be provided to the workers, and proof of doing so must be submitted to the hostel on a monthly basis.

(iv) The Caterer shall not employ child labour. Upon violation of this requirement, legal action would be taken.

## 3. **Mess-related terms.**

(i). Engagement of the required number of staff, providing uniforms, etc., shall be done by the caterer with the approval of the mess council of the concerned hostel. The workers should always use hand gloves and caps while working. The caterer should provide a minimum of two pairs of uniforms to the chef, staff, and workers and ensure that staff/workers report for duty in clean uniforms.

(ii). The present approximate strength of students is mentioned at Annexure- 'C'. However, billing will be done based on the actual number of students who have opted for mess facilities and mess opt-out charges (Annexure-'C') from the students who opted out of the mess.

(iii). The right to make any changes in extra items after awarding the contract lies with the recommendations of the Hostel Council approved by the Warden. Extra items will be provided to students, guests, and others if requested, 15 minutes before the closing of meal times. After that, extra items will be provided only if they are available.

(iv). The caterer shall, at their cost, maintain an adequate stock of food grain, grocery. The caterer shall be responsible for the proper hygienic storage of all raw materials

(v). No food cooked in the mess may be taken out of the premises without prior permission of the Warden of the concerned hostel or Associate Dean (SA).

(vi) Vegetarian and Non-Vegetarian food should be cooked, stored, and served separately.

(vii). The owner himself or a senior representative, who is authorized to take policy & monetary decisions, shall attend a monthly meeting of the mess council committee, failing which a penalty will be imposed. It is mandatory to sign the minutes of such meetings. All issues related to mess need to be discussed in the meeting, and no information should be given to students or outsiders without the approval/authorization from the warden of the

hostel. Decisions agreed mutually by the caterer and the Mess Council will be binding on the caterer.

(viii). It is the duty of the caterer to clear all dues of vendors in time. In case a complaint for non-payment of dues is received during or after the contract tenure, the Warden may hold appropriate monthly mess payment and/or PBG, till the same is resolved.

(ix) Facility of a first aid box with adequate capacity is mandatory to be provided to the mess workers.

(x). Engagement of required staff: The caterer should engage an adequate number of staff for smooth operation of catering services. It is essential for the staff to be of legal age, suitably trained, and have adequate experience.

(xi) The Institute will conduct an audit of the mess at regular intervals, and all corrective actions are to be taken promptly by the caterer.

#### 4. **INFRASTRUCTURAL AND EQUIPMENT-RELATED TERMS**

(i). All civil and electrical works will be attended by IIT Bombay. The caterer should inform the hostel manager of any maintenance/replacement, etc.

(ii). Kitchen equipment and dining hall furniture, service Counters, etc., will be provided by the Hostel. Kitchen utensils will be provided by the Hostel. Upkeep of all items provided by the Hostel will be the sole responsibility of the caterer.

(iii). Gas pipeline bills should be paid on time by the caterer; any violation related to late payments may result in appropriate fines.

(iv). Security of licensed premises, equipment, fittings, and fixtures, furniture, etc. is the responsibility of the catering contractor.

(v). Maintenance of kitchen equipment will be covered within the scope of the service contract entered into by IIT Bombay with equipment suppliers, but catering contractors should inform service contractors of maintenance requirements. Additional expenses on repairs and maintenance of equipment, if any, shall be borne by the caterer.

(vi). Any damage to the cooking equipment, gas pipeline, etc, will be recovered from the caterer.

(vii) The caterer is supposed to take care of all the utensils and equipment handed over to him by the hostel. The caterer should be responsible for missing/damaged utensils and equipment.

(viii). Suitable fines will be imposed for damage to the civil and electrical infrastructure in the mess area by the catering staff. Strict actions/fines as necessary will be taken for violations related to unauthorized entry, alcohol and banned items within the hostel premises.

(ix). The caterer will make arrangements for their workers to stay outside campus. Only the required number of workers (approved by the Warden of the Hostel) for the early morning

operations will be allowed to stay in the Hostel premises as decided by the institute. At any given instance, the staff cannot be more than the number approved by the Hostel authority and the details of the staff who are staying in the Hostel are to be provided to the Hostel authority. Any changes in the number/details of the staff would attract a fine. No accommodation, except a changing/resting room, will be provided to the mess workers of the caterer.

## 5. CONTRACT TERMS AND CONDITIONS

(i) Hostel -7/8/21 mess is open for the tendering process in the given tender. **The Institute has the right to increase or decrease the number of messes for tendering at any stage of bidding.**

(ii) If a hostel wants to terminate the contract before the tenure mentioned in the agreement, the Caterer will be given one month notice on recommendations of the Hostel through the Hostel Affairs Council approved by the Associate Dean (SA). In case the Caterer wants to quit before the conclusion of the agreement, the Caterer must give 3 months' written notice to the Hostel Council or must continue till the time the next Caterer takes over the mess. Necessary orders of termination of contract will be issued on the recommendations of the Hostel through the Hostel Affairs Council, approved by the Associate Dean (SA).

(iii) Issues related to Hygiene in the Mess and the Kitchen:

(a). The cleanliness of the cooking and serving area is to be maintained by the caterer at all times. However, cleaning the area in front of the serving counter shall be the responsibility of the vendor appointed for housekeeping by the Institute.

(b). Cleaning utensils, cutlery, crockery, kitchen equipment, furniture, and mess water cooler is also the responsibility of the caterer. The highest possible standards are expected in this regard.

(c). All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample Liquid soap for hand washing at the basin, clean towels to clean hands, hand gloves for mess workers who handle items like salad, Pani puri, etc., head caps for mess workers, and other measures as advised by the council. Maintaining soap for hand washing at the students' washbasin is also the responsibility of the caterer. It is the responsibility of the caterer to keep the kitchen and mess area clean at all times.

(d). Highest levels of hygiene must be maintained in the mess workers' toilet, with provisions for soap, towels, etc.

(e). Mess workers should be provided with the necessary training to maintain the highest possible standard of hygiene, as is expected.

(f). IIT Bombay / Hostel would reserve the right to check on the cleanliness and upkeep of premises and quality of provisions, and quality of the food.

(g). The Caterer, at his own expense, should conduct medical examinations of all the workers every six months and keep the original certificates of fitness, indicating that

they are free from any communicable disease, available in the mess for inspection.

(iv) No price hike will be provided to the Caterer for any reason during the entire duration of the Tender Contract, except as mentioned in clause 1(xi) above or revision of the rate of taxes by the appropriate Government from time to time.

(v) Services to be provided in the mess. - The contractor should keep a separate counter for extras.

## Rules pertaining to the daily functioning of the Mess.

**1. Timings of the Mess** - Actual timing will depend upon the decision of the hostel's council, and the caterer would be obliged to adhere to the council's instructions regarding it. The following is a tentative timing.

MEAL	WEEKDAYS	WEEKENDS
Breakfast	7:30 AM to 9:45 AM	7:45 AM to 10:00 AM
Lunch	12:00 noon to 2:15 PM	12:00 noon to 2:15 PM
Tiffin	4:30 PM to 6:15 PM	4:30 PM to 6:30 PM
Dinner	7:30 PM to 9:45 PM	7:30 PM to 9:45 PM

**2. General structure of the menu** - The following is the general structure of the menu. The detailed sample menu is provided in Annexure-'D'.

### **BREAKFAST:**

- Indian dish
- Adequate Toasted Brown Bread and normal bread with butter, jam, and ketchup
- Sprouts/Boiled Pulses/Corn
- Milk (one Glass of 200 ml) with Bournvita/Complan/Horlicks OR Juice (200 ml)
- Cornflakes/Oats/Chocos/Muesli
- The egg/banana/paneer bhurji system that is to be followed is the number of eggs + the number of bananas = 3. For eg: Boiled egg (1 egg = 1 item worth), Omelette (1 egg omelet = 1 item worth), egg bhurji (1 cup = 1 item worth), banana (1 banana = 1 item worth), fruit other than banana (approx 1 bowl serving of fruit = 2 items worth), paneer bhurji (1 cup = 2 items worth). The caterer is supposed to serve 3 items worth of either egg/fruit/paneer bhurji.
- Adequate Tea and Coffee

### **LUNCH:**

- Unlimited plain Rice on all 7 days along with any other special rice items as mentioned in menu (eg. Dum biryani, tomato rice, jeera rice, curd rice, etc.
- Unlimited Chapati (with and without Ghee)
- Adequate Dal, Sambar and Rasam
- One unlimited vegetable curry and one unlimited dry vegetable
- Adequate Salad and pickle
- Fried Papad (adequate) – 5 days a week, roasted papad- 2 days a week
- Fryums, *Chutney* as mentioned in the menu.
- Curd/*Raita*/Lassi/Chaas/Rasna/Nimbu Pani/Jaljeera/Kokum/Aam Panna as mentioned in menu

### **TIFFIN:**

- One snack item adequately toasted brown/ white bread with butter, jam, and ketchup. Peanut butter should be served twice a week, if the mess council so desires.
- Adequate Tea and Coffee to be served on all 7 days of the week

- **DINNER:**

- Adequate plain Rice on all 7 days along with any other special rice items as mentioned in the menu (eg. Dum biryani, tomato rice, jeera rice etc.)
- Adequate Chapati (with and without Ghee)
- Adequate Dal, Sambar and Rasam
- One Adequate vegetable curry and one adequate dry vegetable
- Adequate Salad
- Pickle
- Fried Papad (adequate) – 5 days a week, roasted papad- 2 days a week
- Sweet Dish (2 pieces of premium sweet or equivalent quantity as decided by the mess council), (either in lunch or in dinner)
- Curd/Raita as mentioned in the menu
- One Fruit (Cut fruit could be served for a maximum of 10 times in a month, but can be varied at the council's discretion)

- **Note:**

*This is just a sample format menu, changes are possible based on decisions of the **mess council**. There is a possibility of serving limited non-veg with no extra cost as well, if some items from the menu are removed by the council.*

- *The Caterer is not expected to serve the leftover food etc., from earlier meals to the subsequent one to ensure the freshness and quality of the food.*

### **3. Rules pertaining to Food:**

- (i). Adequate Salad will be provided during lunch and dinner. It will consist of lemon, green chilies (both raw and fried). Either tomato or onion must be there in the salad. It will also contain any two of the following in every meal: cucumbers, beetroots, carrots, and radish, except when Groundnut, Corn, Sprouts, Minced or Cabbage Salad is being served. The choice of salads is complete with the Mess Council.
- (ii). Mouth freshener (Fennel seeds and sugar) and a Pickle to be provided with every meal.
- (iii). The composition of a vegetable item should be exactly as specified by the council. E.g., if the council requires that an onion or potato should not be mixed into an item, then it should be strictly followed.
- (iv). Seasonal drinks must be served in the mess as per the requirement given by the mess committee.
- (v). Special chutney and Sambar should be served with all South Indian dishes (like idli, dosa, etc.)
- (vi). *Raita* is served when dishes like Biryani are served. Plain rice has to be served in addition when there is biryani or pulav.
- (vii). Ketchup, Butter, Jam (of mentioned brands), Curd and *Chutney* have to be provided along with all dishes which need them and as decided in the menu.

(viii). Caterers should provide special Dinner or Lunch on occasions like festivals for thrice a semester, **tea party (once a semester), and a gala dinner once a semester**, as decided by the mess council, **at no extra cost..** Food costs and other ancillary costs for providing food will be borne by the caterer. This means that the caterer is responsible for covering all expenses related to food and any additional costs associated with its preparation and delivery. Decoration cost will not be borne by the Caterer. As a result, the Institute will not incur any financial burden related to these specific expenses. A sample menu and total minimum cost of special lunch/dinner, tea party and Gala is placed at Annexure-‘H’.

- (ix). Food should be served and maintained warm at all times.
- (x). Tandoor items to be served twice a week, including Tandoori roti and Naan using electrical appliances and gas.
- (xi). Paper napkins should be provided when fried food is served. Butter paper should be used to keep the fried items.
- (xii). Use of Dalda/Vanaspati Ghee or hydrogenated fats in any form is not allowed.
- (xiii). Different quality of rice should be used for Biryani and normal rice. Kolam rice should be used during normal meals and for special dinner/lunch, biryani etc. branded basmati rice should be used.
- (xiv). Water should be served on the tables and filled salt dispensers must be available on the table at all times.
- (xv). Curd to be served with Parathas at all times.

The dishes/items with their frequency is given below:

<b>DISH/ ITEM</b>	<b>MINIMUM FREQUENCY</b>
Paneer	Twice a week
Adequate Rasna, Khus Sharbat, Lemon water, Roohafza, Jal Jeera, Aam Panna	5 days in a week, other than the days of Chaas, Lassi
Soups	Twice a Week
Adequate Chaas, Lassi	Twice a week
Banana is to be served in breakfast OR other fruit	7 days in a week
Fruits must be served in tiffin/dinner	7 days a week
Cornflakes/Oats/Chocos/Muesli	7 days a week
Plain curd will be served, plain curd should be made from non-toned full cream milk.	Four times a week
Sweets (including ice cream)	7 days a week
One glass of milk (200ml)	7 days a week in Breakfast/Tiffin/Dinner
60 grams of Shrikhand/yogurt	Once a week
Slice of cheese	Once a week

**\*\* The composition of the dishes/items will be decided by the hostel mess council, and also their position in the menu will be decided by the hostel mess council.**

#### **4. OTHER RULES**

(i). **Special dietary food** should be cooked and served separately as per requirement, which is to be decided by the mess council on separate counters.

(ii). The use of *monosodium glutamate* (Ajinomoto) is strictly prohibited. **Coloring agents known to cause health effects are strictly prohibited from use. Any items prohibited under the tender agreement should not be kept in the hostel mess or premises.**

(iii). A sufficient number of counters, as decided by the Mess Council, should be operational.

(iv). A list of management or supervisory positions must be given by the caterer to the mess council, which states the name of the person whom the mess council should contact for a particular issue in the mess. This list should be maintained formally and given to the mess council. Any changes in these positions should be discussed beforehand unless there is an emergency.

(v). Caterers should maintain a complaint and suggestion register, and every complaint should be responded to by taking corrective measures in consultation with the hostel council.

(vi). Catering services for the institute and any other events held within the premises of the hostel may be undertaken only after obtaining written permission from the Hostel Council at least three days prior to the event.

(vii). Coupons for guest meals and extra items will be sold to the customer. The guests include Mess opt-out students / Residents of IITB/ guests of students, and staff.

(viii). For every guest meal through a coupon, the Hostel and Caterer will get the share for every guest meal as given below.

**The rate of guest charges for the meal is as follows: -**

**Guest Charges for students Opted-Out from the mess of H-7/8/21**

Catering Charges per day per person inclusive of all taxes + 30% (To be rounded to the nearest whole rupee

(\*\*Caterer and Hostel shall have a share of 20% and 10% respectively)

Meal	Weight-age	Catering Charges Rate per day	Base Rate	Share of Hostel	Share of Caterer	Guest Charges
(a)	(b)	(c)	(d)	(e)	(f)	(g)
Meal Per Day	100%	'Rs. P'	'Rs. P'	10% of Base Rate	Base Rate + 20% of Base Rate	(e) + (f)
Breakfast	30%	'Rs. P'	Rs.P x 30%	10% of Base Rate	Base Rate + 20% of Base Rate	(e) + (f)
Lunch/Dinner	35%	'Rs. P'	Rs.P x 35%	10% of Base Rate	Base Rate + 20% of Base Rate	(e) + (f)
Tiffin	20%	'Rs. P'	Rs.P x 20%	10% of Base Rate	Base Rate + 20% of Base Rate	(e) + (f)

E.g. if the Catering Charges per day per person, inclusive of all taxes, is Rs. 160/-)

Meal	Weight-age	Catering Charges Rate per day	Base Rate	Share of Hostel*	Share of Caterer	Guest Charges
(a)	(b)	(c)	(d)	(e)	(f)	(g)
Meal Per Day	100%	Rs. 160	Rs. 160	Rs. 16 (10% of 160)	Rs. 160 + Rs. 32 (20% of 160)	Rs. 208/-
Breakfast	30%	Rs. 160	Rs. 48/- (Rs.160 x 30%)	Rs.4.8 (10% of 48)	Rs. 48+ Rs. 9.6 (20% of 48)	Rs.62.4/- (Rounded off to Rs.62/-)
Lunch/Dinner	35%	Rs. 160	Rs. 56 (Rs. 160 x 35%)	Rs.5.6 (10% of 56)	Rs. 56 + Rs. 11.2 (20% of 56)	Rs. 72.8/- (Rounded off to Rs.73/-)
Tiffin	20%	Rs. 160	Rs. 32/- (Rs.160 x 20%)	Rs.3.2 (10% of 32)	Rs. 32 + Rs. 6.4 (20% of 32)	Rs. 41.6/- (Rounded off to Rs.42/-)

**Guest Charges for guests other than students who opted out of the mess of H- no.7/8/21**

Catering Charges per day per person, inclusive of all taxes + 50% (To be rounded to the nearest whole rupee).

(\*\*Caterer and Hostel shall have a share of 20% and 30% respectively)

Meal	Weightage		Catering Charges Rate per day	Base Rate	Share of Hostel	Share of Caterer	Guest Charges
(a)	(b)		(c)	(d)	(e)	(f)	(g)
Meal Per Day	100%		'Rs. P'	'Rs. P'	30% of Base Rate	Base Rate + 20% of Base Rate	(e) + (f)
Breakfast	30%		'Rs. P'	Rs.P x 30%	30% of Base Rate	Base Rate + 20% of Base Rate	(e) + (f)
Lunch/Dinner	35%		'Rs. P'	Rs.P x 35%	30% of Base Rate	Base Rate + 20% of Base Rate	(e) + (f)
Tiffin	20%		'Rs. P'	Rs.P x 20%	30% of Base Rate	Base Rate + 20% of Base Rate	(e) + (f)

E.g. if the Catering Charges per day per person, inclusive of all taxes, is Rs. 160/-)

Meal	Weight-age	Catering Charges Rate per day	Base Rate	Share of Hostel*	Share of Caterer	Guest Charges
(a)	(b)	(c)	(d)	(e)	(f)	(g)
Meal Per Day	100%	Rs. 160	Rs. 160	Rs. 48 (30% of 160)	Rs. 160 + Rs. 32 (20% of 160)	Rs. 240/-
Breakfast	30%	Rs. 160	Rs. 48/- (Rs. 160 x 30%)	Rs.14.4 (30% of 48)	Rs. 48+ Rs. 9.6 (20% of 48)	Rs.72/-
Lunch/Dinner	35%	Rs. 160	Rs. 56 (Rs. 160 x 35%)	Rs.16.8 (30% of 56)	Rs. 56 + Rs. 11.2 (20% of 56)	Rs. 84/-
Tiffin	20%	Rs. 160	Rs. 32/- (Rs. 160 x 20%)	Rs.9.6 (30% of 32)	Rs. 32 + Rs. 6.4 (20% of 32)	Rs. 48/-

(\*Share of hostel includes GST calculated on the base rate. Hence, the caterer will pay an amount to the Hostel after deducting GST and remit the GST to the competent authority.

**(ix). Students approved for the rebate should get a 100% rebate maximum for 30 days, subject to the approval from the Warden in an academic year (15 days per semester).** Rebate applications will be submitted to the hostel office online/offline, and the mess office will be informed online/offline at least by 2 PM of the previous day. The caterer must submit an email ID to receive the rebate application. Students who choose Mess opt out in one of the semesters, then they are not considered for the 30-day rebate (They will be considered for 15 days rebate).

(x). Pest control in the Kitchen area, dining area, and Storage area should be carried out through licensed agencies at least once a month, and the full amount of the Pest control should be borne by the hostel. Records of pest control carried out in the kitchen and dining area should be maintained in the Mess Office at all times for inspection.

(xi). In case the mess is closed on any occasion or for pest control, then special dinner/lunch shall be provided, in lieu of the missed meals, at no extra cost, if the mess council requests. For every two pest control, there would be one special Dinner/lunch.

(xii). In case a special Dinner/lunch, in lieu of missed lunch/dinner due to pest control, is not provided, a full refund for the missed meals has to be given to all students. The amount of refund will be as per the weightage given in Clause b (4) (viii).

(xiii). Caterers should use fresheners regularly in the mess dining, kitchen, and washing area to avoid foul smell.

(xiv). Disposable Glasses and plates, spoons or any other disposable items, as instructed by the mess council, should be provided to students at no extra cost at the time of breakfast and tiffin. Such items being provided should be food grade

(xv). No stale (not fresh, items used in a meal) items should be found in a mess after 36 hours of its preparation. A fine will be imposed as decided by the mess council & Warden.

(xvi). Food wastage should be weighed daily for all meals and should be displayed in the mess. The surplus mess food from each meal shall be distributed to the workers of the hostel as decided by the hostel council. Leftover food should be disposed of as per regulations to ensure safety and minimize environmental impact.

(xvii). All the coupons purchased shall be punched properly and shouldn't be reused in any circumstances; failing to do so, the council has the right to take action, including a fine against the caterer.

(xviii). All decisions related to fines/violations, etc, will be discussed in the mess monthly council meeting, and the same to be minuted appropriately and signed by all members present, which will be later shared with the residents after approval from the warden. Sharing or distribution of any material or information without the approval of the wardens is strictly not allowed. This applies both to the caterer and the hostel student council.

(xix). Sample food should be kept separately by caterers, which should include all the items served in the mess for every meal and it should be preserved by them for the next 3 days. It should be stored with proper covering.

**(c) Fire and safety requirements:**

a. The successful bidder shall be responsible for the safe operation and maintenance of the facilities (including messes, food courts, and night canteens), ensuring full compliance with the fire and safety protocols outlined in this document as well as relevant state/ national regulations governing fire safety in such facilities. These requirements are in addition to, and do not absolve, the obligations under any statutory regulations, laws, rules, notices, or circulars issued by central or state authorities.

**b. Fire and Safety Measures**

- The staff of the catering contractor shall participate in fire safety training and fire drills as and when informed by the Fire and Safety Section. These training sessions will ensure familiarity with emergency procedures.

- **Training Options:**

- The catering contractor shall liaise with the Fire and Safety Section for fire & safety training needs.

- The catering contractor may also conduct training at its own cost with an external agency, subject to prior information & approval by the Fire and Safety Section.

- Emergency contact information, exit signages, and evacuation plans must be displayed prominently and kept free from obstruction at all times.

- The catering contractor shall ensure the provision of working fire extinguishers and stocked first-aid kits for the facility.

- The equipment or provisions of fire and Safety wheresoever applicable, such as detectors, suppression systems, alarm systems, is installed by IITB. The working and maintenance shall be ensured by the catering contractor in alignment with the responsible person from IITB.

**c. Inspections and Reporting:**

- A monthly inspection checklist (**provided as Annexure A**) must be completed for each facility, and a scanned copy of the completed checklist must be submitted to the Fire and Safety Section by the 7th of each month.

- Submission Options:

- Email: [fso@iitb.ac.in](mailto:fso@iitb.ac.in)

- In-person: Fire and Safety Section, near staff hostel, IITB Powai-400076

- Any deficiencies identified during inspections for the applicable point of the checklist must be reported and rectified immediately.

- Failure to comply with these requirements may result in penalties, suspension of services, or termination of the contract.

- Any Assistance or training related to filling out the checklist can be obtained from the Fire and Safety Section.

**Annexure A  
Self-Assessment Checklist**

Name of Building/ Area: \_\_\_\_\_

Identification of Mess/ Food Court/ Night Canteen: \_\_\_\_\_

Area	Checklist Item	Y	No	N/A	REMARKS
<b>1. Kitchen Area</b>					
General Cleanliness	Are surfaces, walls, and floors cleaned and free from grease and food residues?				
Equipment Safety	Is kitchen equipment in good working order and properly maintained?				
Food Storage	Are proper food storage temperatures maintained; raw and cooked foods stored separately?				
Ventilation	Is adequate ventilation available; exhaust fans and hoods kept clean and functioning?				
Temperature Monitoring	Is regular monitoring for refrigerator and freezer temperatures performed?				
Food Handling	Is defrosting, cooking, and reheating foods performed safely, gloves and utensils used?				
Cross-Contamination	Is color-coded cutting boards and utensils for different food types. (veg and non-veg)?				
Cleaning Protocols	Are regular cleaning and sanitizing scheduled for kitchen equipment?				
<b>2. Dining Area</b>					
Cleanliness	Are tables, chairs, and floors kept cleaned and well-maintained, no damages?				
Sanitization Supplies	Are hand wash or sanitizers stations available and stocked?				

Seating Arrangements	Are safe seating arrangements with clear access and egress provided?				
Maintenance	Are regular checks for wear and tear on furniture performed. either immediate repairs or kept separated as needed?				
<b>3. Waste Management</b>					
Waste bins Stations	Is clearly marked waste segregation bins (for recycling paper, plastic, and glass) placed throughout the area.				
<b>4. Gas pipelines</b>					
Storage	Are gas pipelines in a well-ventilated, designated area; upright and secured?				
Handling and use	Are gas pipelines handled and used safely as per manufacturer guidelines?				
<b>5. Storage Area</b>					
Organization	Are Food items and supplies organized and stored properly.				
Cleanliness	Are storage areas kept clean, dry, and free from pests.				
Inventory Management	Regular inventory checks and use of a FIFO (first in-first out) system. Is stock rotation practiced.				
Pest Control	Are regular pest control and treatments conducted?				
<b>6. Hygiene</b>					
Hand Hygiene	Are Hand hygiene stations placed at strategic locations and stocked?				
Personal Protective Equipment	Is masks, gloves, and hairnets provided to staff as required; regular supply and disposal of PPE ensured.				
Training	Is training for staff/workers on hygiene practices and regulations conducted.				
<b>7. Utensils Wash Area</b>					

Cleanliness	Are utensils washed and rinsed properly; sinks and washing equipment kept cleaned.				
Regular Inspections	Is adherence to cleaning protocols monitored.				
<b>8. Hand Wash Area</b>					
Accessibility	Are hand wash stations safely accessible and not obstructed?				
Water Supply	Is supply of running water and maintenance of hand wash facilities performed?				
<b>9. Fire Management</b>					
Safety Equipment	Are fire extinguishers available, accessible, and regularly inspected.				
Emergency Kits	Is first-aid kit inspected and stocked.				
Clear Signage	Are fire exits and emergency routes, with illuminated signs displayed.				
Electrical Safety	Are all electrical points and connection safe and maintained? No signs of overload, open sockets, damaged wiring visible.				
<b>10. Practices by Mess Workers</b>					
Health Records	Is op-to-date health records and regular health checks for all staff ensured.				
Healthiness	No ill or unhealthy worker/staff is allowed to work				
Training and Certification	Is team trained in food safety, first aid, and fire safety?				
<b>11. Display and Signage</b>					
Safety Posters	Are posters on hygiene practices, food safety, and emergency procedures prominently displayed.				
Operational Guidelines	Is dining etiquette, waste segregation, and complaint procedures maintained.				
<b>12. Feedback and Emergency</b>					
Feedback System	Is system for students to provide feedback on safety and quality issues kept.				
Emergency Contact	Are emergency contact numbers displayed?				
<b>Signatures</b>					
Checked by	Name: _____ Date: _____				
Verified by	Name: _____ Date: _____				

- Review each area of the facility by using this checklist on a monthly basis and send the scanned copy to: [fso@iitb.ac.in](mailto:fso@iitb.ac.in) or submit in-person to fire and safety section on or before the 7<sup>th</sup> of every month.
- For queries, contact the Fire and Safety Section at Ext. 7034, 3050, and 3051.

(d)

**Penalties for violation of Mess rules.**

(i) **Terms and conditions:** The caterer will be fined in case of violation of the following rules:

Sl No.	Rule Violation	Minimum Fine per complaint
1.	Violation of rule to (store/cook / serve Veg and Non-Veg food separately)	Rs 1,00,000 or 70% of the daily billing for one day. (Whichever is more)
2.	Non-availability of complaint registers on the counter / discouraging students from registering complaints	Rs. 10,000/- or 10% of daily billing for one day. (Whichever is more)
3.	Insects cooked along with food / found in the kitchen area	Rs. 50,000/- or 50% of the daily billing for one day. (Whichever is more)
4.	Soft objects like hair, rope, plastic, cloth etc. in food	Rs. 10,000/- or 25% of daily billing for one day. (Whichever is more)
5.	Hard and / or sharp objects like glass pieces, nails, hard plastic etc.	Rs. 20,000/- or 40% of daily billing for one day. (Whichever is more)
6.	Any complaint of stones/pebbles of a diameter more than 2 mm in food	Rs. 20,000/- or 40% of daily billing for one day. (Whichever is more)
7.	Three or more complaints of unclean utensils in a week	Rs. 15,000/- or 20% of daily billing for one day. (Whichever is more)
8.	If the mess council, in consultation with students in the present mess agrees that a certain item of a meal was not cooked properly / overcooked / extra spicy/extra oily	Rs. 10,000/- or 25% of daily billing for one day. (Whichever is more)
9.	Food poisoning	Rs 3,00,000 to 200% of daily billing, depending upon severity
10.	Not following the slot timings mentioned in the tender or decided by the council.	Rs 10,000/- or 10% of daily billing for one day. (Whichever is more)
11.	If food for any meal gets over within the timings of mess and the waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin	Rs. 15,000/- or 15% of daily billing for one day. (Whichever is more)
12.	Changes in the menu of any meal without the permission of the mess council	Rs. 10,000/- or 10% of daily billing for one day. (Whichever is more)

13.	If the quality of milk is not found to be appropriate, or it is diluted. (It should have 3-4% fat content or as recommended by the Council.)	Rs 20,000/- or 20% of daily billing for one day. (Whichever is more)
14.	Inappropriate personal hygiene of workers, including their dress and/or misbehavior by workers etc.	Rs. 25,000/- or 35% of daily billing for one day.(Whichever is more)
15	Failure to maintain a proper health checkup of the workers	Rs. 10,000 /- or 30% of daily billing for one day.(Whichever is more)
16	Using brands not mentioned in the contract without prior permission and adulteration	Rs. 50,000/- or 50% of the daily billing for one day. (Whichever is more)
17	Any tampering with gas pipeline	Rs. 30,000/- or 35% of daily billing for one day. (Whichever is more)
18	Use of newspapers to keep fried items or any cooked food	Rs. 20,000/- or 10% of daily billing for one day. (Whichever is more)

**Please Note:**

1. Food poisoning may invoke the above fines, along with cancellation/termination of contract and possible blacklisting of the caterer. The security money deposited with the institute will not be refunded to the caterer in case the contract is cancelled/terminated for the above reason.
2. Absence of the proprietor or his representative empowered to take the decision from the mess council meetings (which will be held once every month) on due invitation will attract a fine of Rs.20,000/- on the caterer.
3. As and when the mess council proposes a fine, it will inform the representative of the caterer or mess manager, and a fine will be imposed after approval of the Warden/Associate Warden with consent of the wardens.
4. The severity of hygiene failure shall be assessed and decided by the mess council / Hostel Affairs Council and fined appropriately. **In case of gross failure/negligence, a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.**
5. The caterer has the right to appeal to the Associate Dean (SA) within 7 days of communication of the penalties against any of the penalties levied on them. The Associate Dean (SA) may pass appropriate orders in this regard, after due investigation. The decision of the Associate Dean (SA) will be final and binding on all caterers.

### **BRANDS OF CONSUMABLES PERMISSIBLE**

Cheese	Amul, Mother Dairy, Britannia
Kolum Rice	Royal, Donur, Zeeba
Basmati Rice for special rice	Everyday, Daawat Devaaya, Zeeba Tiber
Custard Powder	Brown Polson
Handwash	Lifebuoy (non-diluted)
All non branded	As decided by the council
Oil (Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara use of Hydrogenated (vanaspati) oil is strictly prohibited )
Pickle	Mother's, Priya, Tops, Nilon's
Atta	Ashirvad, Pillsbury, Annapurna
Instant Noodles	Maggi, Top Ramen, Yipee
Flavoured drinks	Rasna, Roohafza, Mapro
Papad	Lijjat
Butter	Amul, Mother dairy, Govardhan, Shivamrut
Bread	Modern, Kwality, Wibs, Britannia
Cornflakes	Kellogg's, Tata
Chocos	Kellogg's, Tata
Jam	Kisan, Mapro, Druk, Maggi
Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday, Shivamrut
Shrikhand	Amul, Shivamrut
Frozen yogurt	Mother dairy
Cow Milk (Half Cream/non- toned)	Amul, Mother Dairy, Govardhan, Shivamrut, Gokarna
Paneer	Amul, Mother Dairy, Shivamrut, Gowardhan
Tea	Brooke bond, Lipton, Tata, Taaza
Coffee	Nescafe, Bru
Ice Cream	Amul, Mother Dairy, Kwality. Natural's, Havmor
Soya	Nutrela
Frozen Peas	Safal (offseason), Al kabeer

**\* Caterers may use any other FPO/FSSAI-approved brands only if permitted by the Mess Council, in writing**

**(e). Technical and Commercial Bids evaluation process.**

Evaluation criteria and final selection: Evaluation shall be based on Combined Quality Cum Cost Based System (QCBS) as given below.

**The Final Evaluation of Bids:** The final evaluation will be made on the basis of the following:

- (i) Weightage for the Technical Proposal: 0.70  
(75 marks in the technical evaluation denotes the weightage of 0.70)
- (ii) Weightage for the Financial Proposal: 0.30  
(95% weightage for Catering charges per dayper person and 5% weightage for Extra Items)

(a) **Evaluation of Technical Bids:** The technical marks will be arrived at after the evaluation of technical bids as per the section Parameters for Technical Marks on the QCBS method. The technical evaluation of the bids to arrive at Technical Marks will be done strictly as per the matrix shown below:

No.	Particulars	Marks
1.	Number of Years in Operation/experience in the catering business (If Caterer has provided services to two or more clients during the same period, only the period will be considered as the experience. E.g In the year 2024, the caterer 'X' has provided services to three clients. Only one year will be considered as the experience.)	For every completed one year of experience, 1 Mark will be given  For illustration: Experience of: Less than1 Year: Zero 1 year and 9 months : 1 Mark 6 Years 6 Months : 6 Marks 15 Years and above : 15 Marks  <b>(Maximum Marks: 15)</b>
2.	Average Annual Turnover (AAT) in the last 3 Financial Years FY 2021-22 FY 2022-23 FY 2023-24  (To be eligible for bidding, the AAT for the last 3 Financial Years should be Rs. 5 Crore)	For Average Annual Turnover of Rs 5 Crore: 0.5 Marks Thereafter, for every additional AAT of Rs. 1 crore, 0.5 mark will be given.  For Illustration Turnover of : Rs. 4.99 Crore: : Zero Rs.5.00 Crore: :0.5 Mark  Rs 10 Crore : 3 Marks (0.5 + 5 x 0.5)  Rs 10.90 Crore : 3 Marks (0.5 + 5 x 0.5)  Rs 44 Crore and above: 20 Marks (0.5 + 39 x .05)  <b>(Maximum Marks : 20)</b>
3.	Experience in catering services providing at least 500 meals per day /per sitting with educational institutes, government, semi-government offices, PSU, or private organization/s.  (Relevant certificates/ documentary proofs in this regard should be enclosed)	1 to 2 Institutes/organizations : 2.5 marks 3 to 4 Institutes/organizations - : 5 Marks 5 to 6 Institutes/organizations : 7.5 Marks Above 6 Institutes/organizations: 10 Marks <b>(Maximum Marks: 10)</b>

4.	Satisfactory Catering Experience (Mess) for at least one year in educational institutes, government, semi-government offices, PSU, or private organization/s in the last six years:	Single work order size: 500-750 meals per day: 4 marks Single work order size – 751-1000 meals per day: 7 marks Single work order size –1001 & above meals per day: 10 marks <b>(Maximum 10 marks)</b>	
5.	Presentation by caterers at IIT Bombay: <b>Only the top *Seven bidders</b> scoring the highest marks out of 55 (Sr No.: 1 to 4 above) will be considered for presentation. In case of a tie, the competent authority will take the final decision.	<b>Maximum Marks: 5</b>	
6.	Site visit and feedback by the committee constituted by the Associate Dean (SA): <b>Only the top *five bidders</b> scoring the highest marks out of 60 (Sr. No.: 1 to 5) amongst the seven bidders will qualify for the site visits.	Preparation of food, Food Taste	5 Marks
		Serving facilities, Cleanliness, and hygiene	5 Marks
		Quality control practices	5 Marks

(\*Number exceeds seven/five due to tie; the competent authority will take the final decision.)

The bidders' technical marks shall be declared and notified before inviting bidders for presentation/site visits/opening of their financial bids as the case may be. Only the top seven bidders will be allowed to give a presentation, and out of these seven, the financial bid of only the top five bidders will be opened.

**Technical Proposal Marks (TPM) = (Technical proposal under consideration / Highest Technical bid) x 100.**

Bidder	Technical Marks (Out of 75 Marks)	Technical Proposal Marks
Bidder 1	65	65/70*100 =92.85
Bidder 2	69	69/70*100 =98.57
Bidder 3	70	70/70*100 =100

(b). **Evaluation of Financial Bids:** Financial Bids of only top five bidders, fulfilling the qualification criteria mentioned in their BID, will be opened. The rate quoted in the Financial Bid must be reasonable and should not be abnormally low/unreasonably high.

The abnormally low rate shall be decided by the Committee constituted by the competent authority. The abnormally low rate will be declared prior to the opening of the financial bid. If the rates/prices finalised with successful Bidder(s) appears so low that it raises material concerns as to the capability of the bidder to perform the contract at the offered price, the Institute may in such cases seek written clarifications from the bidder, including detailed price analyses of its bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bids document. If, after evaluating the price analyses, the Institute determines that the bidder has substantially failed to demonstrate its capability to deliver the contract at the offered price, the Institute may reject the bid/ proposal and the proposal of the next successful bidder would be considered for analysis and offering the award of the contract and so on. If the rates received are considered abnormally low or unreasonably high, action may be taken as per GFR.

**Financial Proposal Marks (FPM) = (Lowest Financial Bid / Financial Bid under consideration) x 100.**

The proposal with the lowest cost will be given a financial score of 100, and other proposals will be given financial scores that are inversely proportional to their prices.

**Illustration for Financial Proposal Marks for Catering Charges per day per student:**

Bidder	Financial Bid Amount (Rs.)	Financial Proposal Marks (FPM)
Bidder 1	150	$(150/150) * 100 * 0.95 = 95.00$
Bidder 2	175	$(150/175) * 100 * 0.95 = 81.43$
Bidder 3	160	$(150/160) * 100 * 0.95 = 89.06$

**Illustration for Financial Proposal Marks for Extra Items:**

Bidder	Financial Bid Amount (Rs.)	Financial Proposal Marks (FPM)
Bidder 1	790	$(700/790) * 100 * 0.05 = 4.43$
Bidder 2	950	$(700/950) * 100 * 0.05 = 3.68$
Bidder 3	700	$(700/700) * 100 * 0.05 = 5.00$

**Total Marks in Financial Bid**

Bidder	Financial Proposal Marks (FPM)
Bidder 1	$95.00 + 4.43 = 99.43$
Bidder 2	$81.43 + 3.68 = 85.11$
Bidder 3	$89.06 + 5.00 = 94.06$

Combined Technical and Financial marks = (Technical Proposal Marks (TPM)) + (0.30 x Financial Proposal Marks (FPM))

**Highest Marks basis:** On the basis of the combined weighted marks for quality and cost, the bidder shall be ranked in terms of the total marks obtained. The proposal obtaining the highest total combined marks in the evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3, and so on. 4

**Illustration for Final Evaluation**

Bidder	Technical Proposal Marks* (TPM)	Financial Proposal Marks (FPM)	Highest Marks (Considered up to two decimal points)	Rank
Bidder 1	92.85	99.43	$(0.7 * 92.85) + (0.3 * 99.43) = 93.81$	H3
Bidder 2	98.57	85.11	$(0.7 * 98.57) + (0.3 * 85.11) = 94.52$	H2
Bidder 3	100	94.06	$(0.7 * 100) + (0.3 * 94.06) = 98.21$	H1

(\*Marks scored by top three bidders)

The proposal securing the highest combined marks and ranked H-1 shall be recommended for the award of the contract.

In case of a tie in final evaluation, the following procedure shall be adopted:

- The bidder with the highest technical score shall be the H-1 bidder and so on.
- In case of a tie in technical bid, the bidder having the highest average turnover shall be H-1 bidder and so on.

**Annexures:****Annexure- 'A'****PERFORMA FOR THE TECHNICAL BID**

Sr. No	Particulars	Response
1	Name of the firm/ company/ partnership/ proprietorship/ Joint venture	
2	Name(s) of the Proprietor(s)/Partner(s) etc.	
3	Address of the firm/ company/ partnership/ proprietorship	
4	Contact number Email address Mobile No.	
5	Annual turnover FY 2021-22 FY 2022-23 FY 2023-24  Average Annual Turnover	Please enclose duly filled Annexure- G
6	Shop & Establishment Registration Number from the municipality (Please enclose the copy)	
7	Whether have FSSAI Certificate (Yes/ No) If yes, please enclose a copy	
8	PAN Card (Please enclose a copy)	
9	GST. No (Please enclose the copy)	
10	Whether have Employee Provident Fund registration letter/certificate (Yes / No) If yes, please enclose a copy  Number of employees.	
11	Whether have Employee State Insurance registration letter /certificate (Yes / No) If yes, please enclose a copy	

12	Number of Years in Operation/experience in catering business  (If Caterer has provided services to two or more clients during the same period, only the period will be considered as the experience. E.g In the year 2024, the caterer 'X' has provided services to three clients. Only one year will be considered as the experience.)	Annexure -F (1)
13	Experience with CFTIs/SFTIs like IITs/IIMs/IISER/NITs/Central Universities/ Private Organisation etc.	Annexure -F (2)
14	Satisfactory Catering Experience (Mess) for at least one year with any Academic Institute:	Annexure -F (3)
15	Whether the bidder or any of its partners/directors etc. have been black listed/debarred by any of the government caterer or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any Labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations.	Please enclose duly filled Annexure – 'E'
16	Major establishments along with distance in Kms from IIT Bombay (at least two places): The mentioned sites will be considered for the site visit.	(a). (b). (c)

**Signature of the Proprietor(s)/Partner(s) or Authorized Representative**

Date: \_\_\_\_\_ Name of the signatory: \_\_\_\_\_

Place: \_\_\_\_\_ Designation: \_\_\_\_\_ Stamp: \_\_\_\_\_

**Mandatory documents to be provided with the Technical Bid (photocopy)**

- a) Bank solvency certificate of 2 crores.
- b) Income tax return certificate (last three years)
- c) Catering (from FSSAI), food outlet & labor license
- d) ISO 22000:2018 Food Safety Management Systems certification.
- e) HACCP Certification or ISO 9001:2015 Quality Management Systems.
- f) Registration Certificate
- g) Details about PF/ESIC registration
- h) Balance Sheet (last 3 years)
- i) Incorporation certificate
- j) Partnership deed / Joint venture deed (If applicable)
- k) Sales Tax / GST certificates

- l) Experience certificate from the establishment on their letterhead.
- m) Shop & Establishment Registration from the municipality
- n) PAN card Copy

**Please note that bids without the information and documents mentioned above will be rejected without further consideration.**

**PERFORMA OF COMMERCIAL BID**

**Name of the firm/company/partnership/proprietorship/ joint-venture:**

Quotation for **Hostel: 7/8/21**

- l) Catering Charges per day per person, Inclusive of all taxes. (In Rs.)

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**Rs** \_\_\_\_\_

(In words:

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Inclusive of all taxes per day per student. We have read and agreed to:

1. Terms and conditions pertaining to the mess tendering contract
2. Rules pertaining to the daily functioning of the mess.
3. Penalties for violation of rules, terms and conditions.

Signature of the Proprietor(s)/Partner(s) or Authorized Representative

Date: \_\_\_\_\_ Name of the signatory: \_\_\_\_\_

Place: \_\_\_\_\_ Designation: \_\_\_\_\_

Stamp:

Quotation for **Hostel: 7/8/21****II) EXTRA ITEMS**

<b>S.N.</b>	<b>Particulars</b>	<b>Existing Rate (INR)</b>	<b>Quotation</b>
1.	Milk (200 ml)	15.00	
2.	Milk with Bournvita (200 ml Milk + 15 gram Bournvita)	18.00	
3.	Milk with Chocos (150 ml Milk + 30-gram Chocos)	18.00	
4.	Milk with Cornflakes (150 ml Milk + 30-gram Cornflakes)	18.00	
5.	Egg Bhurji(150 grams/1 bowls)	20.00	
6.	Omelette, Full fry, Half fry (Made of 2 Eggs)	20.00	
7.	Boiled Eggs	8.00 per Egg	
8.	Egg Curry Masala (2 Eggs+Adequate Gravy)	40.00	
9.	Fish Fry (225-250 gram)	50.00	
10.	Chicken Masala (225-250 gram) (Min 3 Pcs)	55.00	
11.	Chicken Tikka Masala (225-250 gram)	55.00	
12.	Chicken Lollypop(4 Pieces)	55.00	
13.	Chicken Sukka (225-250 gram)	55.00	
14.	Chicken Hyderabadi (225-250 gram)	55.00	
15.	Chicken Biryani (3 Pieces+Adequate Rice)	55.00	
16.	Other Chicken items (225-250 gram)	55.00	
17.	Paneer Chilly (225-250 g/78ram)	40.00	
18.	Paneer 65 (225-250 gram)	40.00	
19.	Paneer Biryani (5 Pieces+Adequate Rice)	40.00	
20.	Other Paneer items (225-250) gram	55.00	
21.	Aam Ras (200 ml)	25.00	
<b>TOTAL</b>			
(In Words)			

**IMPORTANT NOTE:**

1. The present student strength of Hostel 7/8/21 is approximately 1127 students.
2. These are indicative numbers and do not guarantee the minimum number of meals to be provided by the caterer.
3. These numbers are liable to change. Any student can choose not to register for mess facility permanently, in such a case 30% of the monthly mess (according to the base price) will be paid by the concerned student to the caterer for each such student as a compensation and the student may continue eating by paying for individual meals on per day guest charges that is applicable for guest as given in clause 4 (viii) of the document.

**SAMPLE MENU FOR HOSTEL MESSES**

Please note that the menu given below is indicative, and changes to the menu will be discussed with the mess committee.

<b>DAY</b>	<b>BREAKFAST</b>	<b>LUNCH</b>	<b>TIFFIN</b>	<b>DINNER</b>
<b>Monday</b>	Gobi Paratha, Schezwan, Chutney, Pickle, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Aloo Chatpata, Rajma, Dal, Tomato Rice, Methi Puri, Chhas, Papad, Salad	Burger, Bread Butter Jam(BBJ), Tea, Coffee, Milk(Hot/Cold)	Veg Makhanwala, Gobi matar Chaman, Chapati,
<b>Tuesday</b>	Poha + Sev, Boiled Egg, Omelette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Paneer Tikka Masala, Rasam, Dal, Chapati, Masala Rice, Papad	Masala Dosa, Cold Coffee, Sambhar, Chutney, Bbj, Tea, Coffee, Milk(Hot/ Cold)	Malai Kofta, Arbi dry, Chapati, Rice, Dal Makhani, salad
<b>Wednesday</b>	Mix Veg Paratha,, Curd, Pickle, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Chana Masala Dry, Kadi Pakoda, Dal Khichdi, Sada Puri, Boondi Raita, Papad	Samosa, Ice Tea, Bbj, Tea, Coffee, Milk(Hot/ Cold)	Baingan Bharta, Tomato Carry, Salad,, Dal, Rice,
<b>Thursday</b>	Idli,, Boiled Egg, Omelette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold )	Veg Kolhapuri, Aloo Gobi Matar Dry, Paratha, Jeera Rice, Dal, Papad	Veg Cheese Burger, Bbj, Tea, Coffee, Milk(Hot/Cold)	Paneer Butter Masala, Bhindi Fry, Dal, Rice, Chapati, salad
<b>Friday</b>	Onion Tomato Uttapam, Sambar, Chutney, Boiled Egg, Omelette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold )	Corn Matar Kadhali, Sprouted Dry, Dal , Chapati, Rice , Papad	Noodles, Bbj, Tea, Coffee, Milk(Hot/Cold)	Rajma, Paneer bhurji, Dal, Jeera Rice, Chapati,
<b>Saturday</b>	Puri Bhaji, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold )	Kala Chana, Dum Aloo Gravy, Chapati, Rice, Papad, salad	Pav Bhaji, Bbj, Tea, Coffee, Milk(Hot/ Cold)	Chhole Tariwaala, Aloo gobi, Chapati, Dal, Rice, Sal
<b>Sunday</b>	Idli, Sambhar, Chutney, Boiled Egg, Omelette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)	Chhole Bhatore, Tur Dal, Imli Chutney, Rice, Salad, papad	Bhel Puri, Nimbupani, Bbj, Tea, Coffee, Milk(Hot/Cold)	Gatte Ki Sabji, Missi Roti, Chutney, Pulav

**Fruits may be provided either in Lunch/ Tiffin/ Dinner once a day after consultation with Mess Council.**

**SELF-DECLARATION – NO BLACKLISTING**

(Date)

To,  
Associate Dean (SA)  
IIT Bombay  
Dear Sir,

**Ref: Tender for providing Catering Services at IIT Bombay**

1. In response to the Tender Document for providing catering services at the Permanent Campus Mess at IIT Bombay, I/ We hereby declare that presently our Company/firm/ Joint venture \_\_\_\_\_ is having an unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.
2. We further declare that presently our Company/ firm is not blacklisted or debarred and not declared ineligible for reasons on corruption & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.
3. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future against any other tender.

Yours faithfully,

Place:

Signatures \_\_\_\_\_

Date:

Name \_\_\_\_\_

Seal of the Organization

**EXPERIENCE/WORK ORDER DETAILS**  
(TO BE PROVIDED ON THE LETTERHEAD OF THE AGENCY)

SR No.	Evaluation Criteria	Name of the Client	Order No. and Date	Number of Meals	Period From To
1.	Number of Years in Operation/experience in the catering business (All provide details of all experiences) E.g. Client 1 Client 2 Client 3 and so on				
2.	Experience in catering services providing at least 500 meals per day /per sitting with educational institutes, government, semi-government offices, PSU, or private organization/s.	1. 2. 3.			
3.	Satisfactory Catering Experience (Mess) for at least one year with any Academic Institute:	Name of the Academic Institute: Single Work Order Size ..... meals per day for at least one year  (Certificate to be enclosed)			

Signature with Seal of the Bidder:  
Name in Block Letter:  
Designation:  
Contact no.

Date:

Full Address:

**ANNUAL TURNOVER DETAILS**

(TO BE PROVIDED ON THE LETTERHEAD OF THE AGENCY)

<b>Evaluation Criteria</b>			<b>Remarks</b>
Bidder's Annual Turnover for last three financial years from similar catering services.	Financial Year	Turnover in Rs.	To be certified & validated by a Chartered Accountant (CA) of the bidder's organisation with the name of CA, registration number, signature, and stamp.  In case of failure to submit aforesaid document, bids will not be considered.
	2023-24		
	2022-23		
	2021-22		
ANNUAL AVERAGE TURNOVER			

Signature with Seal of the Bidder:

Name in Block Letter:

Designation:

Contact no.

Date:

Full Address:

TENTATIVE MENU

## Tea Party

Sr No	Items	Quantity
1	Drinks	2
2	Starters	4
3	Tea/Coffee	2
4	Snack Items	2
5	Cookies/Wafers	Unlimited
6	Dessert	2
(The total cost of the Tea Party should not be less than Rs. 250 per student x Students Opted for Mess Facilities)		

## Special Lunch/Dinner

Sr. No.	Items	Quantity
1	Drinks	3
2	Starters	4(2 Veg + 2 Non Veg)
3	Main Course Sabzi	3(2 Veg + 1 Non Veg)
4	Breads	2
5	Soup/Raita	Unlimited
6	Dessert	3
7	Special Rice	2(1 Veg + 1 Non Veg)
(The total cost of the Special Lunch/Dinner should not be less than Rs. 300 per student x Students opted for Mess facilities)		

Gala Dinner

Sr. No	Items	Quantity
1	Drinks	3
2	Starters	4(2 Veg + 2 Non Veg)
3	Main Course Sabzi	5(3 Veg + 2 Non Veg)
4	Breads	4
5	Soup/Raita	Unlimited
6	Dessert	3
7	Special Rice	2(1 Veg + 1 Non Veg)
8	Live Chaat/Snacks	3 type of counters
9	Paan/Mukhwas	1 counter
10	Fruits/Special Salad	1 Counter
The total cost of the Gala Dinner should not be less than Rs. 1000 per student (*) x Students who opted for Mess Facilities		

Guest Charges for Tea Party / Special Lunch/Dinner / Gala Dinner

For Mess Opted-out students:

The rate fixed per student (\*) + 30% (Share of the hostel and caterer will be 10% and 20% respectively)

For **guests other than Mess opted-out students:**

The rate fixed per student (\*) + 50% (Share of the hostel and caterer will 30% and 20% respectively)

\* Note : The above menu is tentative only. The actual menu may be decided by the Hostel councils.