

ಭಾರತೀಯ ಮಾಹಿತಿ ತಂತ್ರಜ್ಞಾನ ಸಂಸ್ಥೆ ರಾಯಚೂರು  
ಭಾರತೀಯ ಸೂಚನಾ ಪ್ರೌಢೋಗಿಕಿ ಸಂಸ್ಥಾನ ರಾಯಚೂರು  
INDIAN INSTITUTE OF INFORMATION TECHNOLOGY RAICHUR



**TENDER FOR PROVIDING CATERING SERVICES AT  
STUDENTS MESS, IIIT RAICHUR CAMPUS**

**TENDER NO.: IIITR/SnP/TENDER/MESS/2026-27/001**

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**1. Notice Inviting Tender (NIT)  
(E-Publishing)**

Indian Institute of Information Technology Raichur (IIIT Raichur) (PPP), an Institute of National Importance established by an Act of Parliament in 2017, invites bids under a two-bid system (Technical Bid & Financial Bid) from reputed caterers/food service providers for providing Vegetarian and Non-vegetarian Mess Catering Services at student hostel Mess located on the IIIT Raichur campus.

IIIT Raichur intends to engage **Mess caterer** serving a minimum of **500 resident students during the regular semester**. Four meals be provided per day/per student i.e. breakfast, lunch, snacks, and dinner. The detailed scope of work, service requirements, and specifications are provided in the annexed schedules.

The tender document can be downloaded from the Central Public Procurement (CPP) Portal or the Institute website <https://www.iiitr.ac.in/tenders>.

The bids shall be submitted under the two-bid system, i.e., Technical Bid and Financial Bid, in hard copies only. The Technical Bid and the Financial Bid shall be submitted in two separate sealed covers, each duly superscribed as 'Technical Bid'/'Financial Bid' and both covers shall be enclosed together in one larger sealed envelope, also duly superscribed as '**Tender For Mess Service at IIIT Raichur**'.

The Institute shall not be responsible for any postal delay or non-receipt of the Tender Form. Tender Forms, duly filled in all respects and in the prescribed format, should reach the O/o the Director, Indian Institute of Information Technology, Raichur, Transit Campus, Government Engineering College (GEC), Yeramarus Camp, Raichur, Karnataka - 584135 **on or before 26<sup>th</sup> May 2026**.

The Director, IIIT Raichur, reserves the right to accept or reject any or all the submitted bids without assigning any reasons thereof. For complete details visit our website: [www.iiitr.ac.in](http://www.iiitr.ac.in).

The tentative tender schedule is given below:

Tender Type	Open Tender
Tender Processing Fee (Non-refundable)	<b>Rs.5,000/-</b> (online transfer to Institute a/c) (Receipt copy to be attached with Tender document)
Tender Category	Services
Tender Publishing Date on the Website	<b>06<sup>th</sup> May, 2026</b>
Pre-Bid meeting Date and Time	<b>21<sup>st</sup> May 2026 at 02:30 PM</b>
Pre-Bid meeting Venue & Site visit	Seminar Hall, Academic Block, GEC Campus IIIT RAICHUR & Permanent Campus
Bid Submission Start Date	06 <sup>th</sup> May, 2026
Clarification Start Date	06 <sup>th</sup> May, 2026
Clarification End Date	20 <sup>th</sup> May, 2026
Bid Submission End Date	26 <sup>th</sup> May, 2026
Bid Opening Date	27 <sup>th</sup> May, 2026
Bid Validity Period	Page 3 of 53 90 Days
Estimated Tender Value	₹. 3,50,00,000/- (Rupees Three Crore Fifty Lakhs Only)
EMD	₹. 7,00,000/- (02% of the Estimated Value)

Security Deposit / Performance Security	5% of the Contract Value
Contract Period/Duration of the Contract	One Year. Initially, the Contract will be awarded for one year, extendable for two more years on a year-by-year basis or for the required period, with the approval of the Competent Authority, subject to satisfactory performance of the Service Provider and students' feedback. (Extension of the contract is not binding on the Institute)
Contact details for any query	<a href="mailto:office.stores@iiitr.ac.in">office.stores@iiitr.ac.in</a>

Sd/-  
Assistant Registrar  
IIIT Raichur

## 2. GENERAL INSTRUCTIONS TO BIDDERS

1. Bidders are required to submit their bids in hard copy to IIIT Raichur for evaluation. Bids that are not accompanied by the appropriate amount of Earnest Money Deposit (EMD) are liable to be rejected.
2. **Technical Bid** : All the pages of the tender document **(except the price bid format)** along with the necessary supporting documents **(Annexures)** must be duly filled, stamped and signed by the authorized signatory and submitted in a separate sealed cover superscribed **“Technical Bid”**.
3. **Financial Bid** : The financial bid as per the format, should be duly filled, stamped and signed by the authorized signatory of the agency/firm/company and submitted in a separate sealed cover superscribed **“Financial Bid”**.
4. The bidder must agree with all the terms and conditions of the tender document unconditionally without any alterations.
5. All the prospective BIDDERS who have downloaded the bidding document may visit CPPP/IIIT RAICHUR website for amendments/corrigendum's which will be binding on them.
6. IIIT Raichur shall not be responsible for any delay in submission or for late bids, including delays arising due to technical reasons.
7. Mere submission of information does not entitle the bidders to meet the eligibility criteria. IIIT RAICHUR reserves the right to verify and vet, any or all the information submitted by the bidder.
8. The seller shall not sublet, transfer, assign or otherwise part with the acceptance to the tender or any part thereof, either directly or indirectly, without the prior written permission of the Purchaser/Institute.
9. In the event of breach of any of the terms & conditions of the Contract or bidders negligence, delays or fails to perform the Contract, IIIT RAICHUR reserves rights to forfeit the Performance Security.
10. The penalty for non-adhering to the terms and conditions will be as per Annexure-6 attached.
11. In the event of any dispute over this Contract, decision of the institute shall be final and binding.
12. **IIIT RAICHUR** reserves the right to extend the bid submission end date, validity period, change any critical dates if an unforeseen situation arises.
13. **The bidders shall not include or disclose any price information in the Technical Bid. Any Technical Bid found to contain price details will be summarily rejected without further consideration.**
14. No revision in the terms and conditions quoted in the bids will be entertained after the due date and time fixed for receipt of tenders.

3. **MINIMUM ELIGIBILITY CRITERIA OR PRE-QUALIFICATION CRITERIA**

<b><u>Sl. No.</u></b>	<b><u>Criterion</u></b>	<b><u>Documents to be provided</u></b>
1)	The bidder shall be a firm/ company/ partnership/ proprietorship firm registered under the Indian Companies Act/Shops and Establishments Act, having their registered office in India.	Copy of Certificate of incorporation and Partnership Deed. (As the case may be)
2)	The bidder should be in the catering business for not less than three (3) years before the last date of bid submission. Bidders should have experience in large reputed educational institutions, preferably, IITs, NITs, IIITs, IISERS, IIM, NISERS, AIIMS, Central Universities / Educational Institutions of high repute. Bids of firms which are not in existence/catering business for 3 years as mentioned above shall not be considered. <b>The number of diners at a time must be at least 400 for one year in at least one Institute/Organization.</b>	Work order with satisfactory services/relevant experience certificate from the organization.
3)	Bidder should have a minimum average annual turnover of <b>Rs.5,00,00,000/- (Rupees Five Crores only)</b> in the last three years, exclusively from providing catering services (FY 2023-24, 2024-25, 2025-26). For this purpose, the last financial year would be considered as the one ended on 31.03.2026 and not any later period.	To be certified & validated by Chartered Accountant (CA) of the bidder's organization with name of CA, registration number, signature and stamp. In case of failure to submit aforesaid documents, bids will not be considered.
4)	The bidder is required to submit license of his firm for running canteen / mess obtained under FSSAI act along with technical bid.	FSSAI License for running mess/catering services
5)	Bidder should be registered with Income Tax and Goods & Service Tax departments	(a) Copy of PAN Card (b) Copy of Goods & Service Tax registration certificate in respect of providing Catering Services
6)	Bidder should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts, or any other Labor authorities including under the Contract	(a) Self-Attested copy of the Employee Provident Fund registration letter / certificate. (b) Self-Attested copy of the Employee State Insurance registration letter / certificate.

	Labor (Regulation and Abolition Act) and should have a valid Labour License.	(c) Self-Attested copy of the labour License
7)	The bidder or any of its partners/directors etc. should not have been blacklisted/debarred by any of the government Contractor or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or violation of any labour laws etc., by any court or any authority appointed to enforce any labour laws or regulations.	Self-Declaration in the format as per Annexure - 2
8)	The bidder must go through complete Tender Document, accept all the scope of work, terms, and conditions, and submit the Tender Acceptance form.	Self-Declaration in the format as per Annexure - 5
<p><b>Note:</b> - Any firm/bidder not fulfilling any of the above-mentioned criteria duly supported by the respective documents shall be outrightly rejected and the bid shall not be considered for further evaluation.</p>		

### 3.1. Instructions for Bid Submission

The bidders are required to submit all the documents along with receipt of Tender processing fee duly following Two Bid system procedure as mentioned above.

### 3.2. Earnest Money Deposit (EMD)/ Bid Security

- a. The bidder shall deposit Earnest Money Deposit (EMD) of ₹ 7,00,000/- (**Rupees Seven Lakhs Only**) in the form of Demand Draft drawn from any of the Nationalized Commercial Bank drawn in the favour of 'IIIT RAICHUR' payable at RAICHUR and **to be submitted along with Technical Bid failing which, bid will be Rejected.** No interest will be paid on the EMD submitted.

OR

- b. The EMD can be submitted to the Institute's Bank Account. The details of the bank account are given below for your reference. The bidder should submit the payment proof in the technical bid. No interest will be paid on the EMD submitted.

Beneficiary Name : IIIT RAICHUR.  
Account No. : 41616903555  
IFSC No. : SBIN0004622  
Name of Bank : State Bank of India.  
Bank/Branch : RAICHUR Branch.

- c. MSME (Micro, Small and Medium Enterprises) who have valid Udyam registration Certificate and verified startups as recognized by the Department for Promotion of Industry and Internal Trade (DPIIT) are Exempted from submitting the EMD, the relevant document to avail exemption is to be submitted in lieu of EMD along with the bid security declaration as per Annexure - 8 in the technical bid. Exemption from submission of EMD against valid and relevant NSIC/MSE Certification is permitted, however it shall be subject to scrutiny by the IIIT RAICHUR and if during scrutiny, it is found that the NSIC/MSE Certificate is invalid and/or irrelevant, then that bid is liable to be rejected as “not-accompanying EMD”. Therefore, Bidders claiming exemption from EMD/Bid Securing Declaration against NSIC/MSE certificate, should ensure the same carefully, while submission of their bids. **In other words, NSIC/MSE Certificate for catering related services will be considered as valid for exempting EMD.**
- d. Exemption for only EMD will be provided to the MSE and Startups, **no exemption for prior turnover and prior experience will be provided as the services are related to the health of the students/diners of the Institute.**

3.3. The Earnest Money Deposit (EMD) of unsuccessful bidders will be returned within 30 days after the completion of the technical evaluation. The EMD shall remain valid for a period of 45 days beyond the last date of the bid validity period. In the case of the successful bidder, the EMD will be returned upon submission of the Security Deposit (Performance Security).

- a. The successful bidder has to submit **05 % (Five) of the Contract Value as a security deposit** in the form of Insurance Surety Bond/ Account Payee Demand Draft/ Fixed Deposit Receipt from a Commercial/nationalized bank, Bank Guarantee [including e-Bank Guarantee] from a Commercial/Nationalized bank which shall be valid for the Contract period plus sixty days and will be retained with IIIT RAICHUR till sixty days beyond the expiry/termination of Contract no interest will be paid from IIIT RAICHUR on Security deposit. The security deposit should be submitted within 15 days from the date of receipt of the Contract. The security deposit should be drawn in favor of IIIT RAICHUR.
- b. Performance Security/Security Deposit will be returned after two months from the date of expiry of the Contract. **The validity of PBG should be of 14 months** from the starting

**date of Contract.** In case, the Contract is further extended beyond the initial period, the Security Deposit will have to be extended/renewed accordingly by the successful bidder as per the renewed Contract Value.

- c. Bid Security submitted by the Bidder shall be forfeited, if the Bidder:
  - i. Withdraws or modify or impairs or derogates from the bid in any respect within the period of validity of its bid; or
  - ii. If it comes to notice that the information/ documents furnished in its bid is false, misleading or forged; or
  - iii. Fails to furnish requisite performance security within stipulated time required as per the conditions.
- d. If the Contractor breaches any terms and conditions of the agreement which is deemed to be serious by the Institute/the services rendered are found unsatisfactory, its security deposit may be forfeited either in part or in full as the Institute may deem appropriate, at its discretion.

#### **3.4. PRE-BID MEETING & SITE VISIT:**

Tenderers shall try to attend the pre-bid meeting in person on **21.05.2026 at 2:30 PM** in the Seminar Hall, Acad. Block, Transit Campus, GEC, IIIT RAICHUR - 584 135, Karnataka. Those who wish to attend the pre-bid meeting must register for the same. **The Google Meet link will be shared with the interested bidders to participate in the Pre-bid meeting.**

There will be a Pre-Bid Meeting in hybrid mode (Online and Offline) with the Committee for interested bidders and site visit (only Offline). The Bidders are advised to attend the pre-bid meeting and understand the requirements of the Institute, and submit the bid after thorough understanding.

For Online participants, it is instructed to send the request mail to : [office.stores@iiitr.ac.in](mailto:office.stores@iiitr.ac.in) at least 24 hours before the scheduled Pre-bid meet to participate in the Pre-bid Meet.

**Authorization to attend the pre-bid meeting:** The Bidder or his representatives should bring the authorization letter to attend the pre-bid meeting from the head of the organization/firm or from the authorized signatory, for online participants the Authorization letter should be sent via Email to [office.stores@iiitr.ac.in](mailto:office.stores@iiitr.ac.in). The link to attend the pre-bid will be shared after verifying the authorization letter.

The bidders are instructed to send their queries via E-mail to: [office.stores@iiitr.ac.in](mailto:office.stores@iiitr.ac.in) at least 24 hours before the pre-bid meet starting time so as to address the queries with adequate information, the decision of the Committee will be treated as final for any queries raised.

The bidders can visit the site of operation after the Prebid meeting if they wish to visit with the approval of the Institute authorities and following security procedures.

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

- (a) Elaboration of terms and conditions and procedure of selection.
- (b) Response to the queries raised by the bidders.
- (c) Inspection of facilities and Kitchen of Permanent Campus Mess of IIIT RAICHUR.
- (d) Any other activity as deemed necessary by the Committee.

The Bidders are advised to visit the site of Work, at their own cost, and examine it and its surroundings by themselves, and collect all information that they consider necessary for proper assessment of the prospective assignment before submitting the bid.

Any modification of the bidding documents/Tender document that may become necessary as a result of the pre-bid meeting shall be made known to all the bidders by issuing a corrigendum. The bidders should consider all the corrigendum published before submitting the bid.

#### 4. SCOPE OF WORK

Indian Institute of Information Technology Raichur (IIIT Raichur), an Institute of National Importance established by an Act of Parliament in 2017, invites bids under a two-bid system (Technical Bid & Financial Bid) from reputed caterers/food service providers for providing Mess Management Services at student hostel Mess located on the IIIT Raichur campus. IIIT Raichur intends to engage **Mess caterer** serving a minimum of **500 resident students during the regular semester**. Four meals be provided per day/per student i.e. breakfast, lunch, snacks, and dinner.

The detailed scope of work, service requirements, and specifications are provided as below.

A List of items for the MENU added in separate document as “ Appendix -A”

1. Provisioning, cooking, serving and carrying out all allied services towards providing delicious, healthy and hygienic food to the Mess mates as per a pre-decided menu approved by the Mess Committee of IIIT RAICHUR. **A sample menu is given in succeeding paragraphs of this document.**
2. The **timings of the meals** are strictly to be as follows. Any deviation, hampers smooth functioning of Institute program and engagements. Therefore, violations in this regard will attract stern action against the Caterer including financial penalty as mentioned in this document. The Institute reserves the right to make any changes in said timings at any point of time after award of the Contract, Caterer has to follow the below schedule: -

Type of Meal	Monday-to-Friday	Saturday-to-Sunday
Breakfast	7:45 AM to 9:30 AM	8:00 AM to 9:45 AM
Lunch	12:30 PM to 2:15 PM	12:45 PM to 2:30 PM
Tiffin/Snacks	05:00 PM to 6:00 PM	5:00 PM to 6:30 PM
Dinner	7:30 PM to 9:30 PM	7:45 PM to 9:45 PM

3. The **approximate strength** of Mess members/ diners during regular semester is 500-600. This number may vary during the vacation period.

IIIT RAICHUR will provide the list of students enrolled for mess in advance to the Caterer. However, during any unforeseen circumstances and the occasional deep cleaning, all students may have to dine in a single dining hall.

All the software and equipment required to check the authenticity of the students who are coming to the mess will be arranged by the Service Provider. (i.e appropriate software, computer, scanner, webcam, biometric machine etc.)

The number of diners may increase in the upcoming years. The Contractor should be in a position to cater to the requirements. The Institute does not promise any fixed business to the Caterer.

4. The Caterer will maintain a record of personnel being served on a daily basis with proper authentication for the purpose of accounting and billing. The payment shall be claimed by the Caterer by furnishing record of attendance. Attendance will be taken as an average of the strength of users at breakfast, lunch and dinner. However, payment for the services during summer and winter breaks will be made on actual and no assured attendance will be supported by the Institute for this period. No price hike will be provided to Caterer for any reason during the entire duration of the Contract.
5. **Mess Card Management:**  
The Contractor shall issue a Mess Card to each student, which will be mandatory for availing mess services. The Institute will provide the Contractor with the necessary student details for the issuance of Mess Cards. Additionally, information regarding students eligible to avail mess services, including any rebates, will be communicated based on duly submitted rebate forms.
6. Contractors are required to provide paid services for any official events at IIIT RAICHUR as per the instruction of the Institute.
7. **Engagement of required staff** shall be done by the Caterer in consultation with the Institute authorities for their suitability. It is essential for the staff should not be a minor, suitably trained and experienced to be deployed. Note that the set of Cooks, Manager, Supervisor, Executive Chef in the first/second shift cannot be used in the second/first shift. The minimum requirement is tabulated below. The Institute may instruct the Caterer to increase the strength, if deemed necessary. Details are as follows: -

Sl. No.	Staff Category	Category of the staff	Number of Staff to Be Employed	Preferred Colour of Uniform
1.	Manager	Highly Skilled*	1	WHITE
2.	Deputy Manager/ Storekeeper	Highly Skilled	1	WHITE
3.	Executive Chef	Highly Skilled*	1	WHITE
4.	Cooks	Highly Skilled	1 for every 250 students	BLUE
5.	Supervisors	Skilled	1 for every 250 students	BLUE
6.	Assistant Cooks/ Helpers	Skilled	1 for every 200 students	BLUE
7.	Kitchen Staff	Semi-Skilled	1 for every 200 students	ORANGE
8.	Chapati maker	Semi-Skilled	1 for every 200 students	ORANGE
9.	Food Counter Staff & Serving Staff	Unskilled	1 for every 100 students	ORANGE
10.	Cleaner/Washer	Unskilled	1 For Every 100 students	BLUE
11.	Composter/Garbage Handling	Unskilled	1	BLUE

\*The manager and executive chef should have relevant industry experience in handling Institute Catering.

# The catering staff deployed at the site shall invariably wear disposable head caps and gloves wherever necessary.

**Daily functioning of the Mess: -**

- a. Sample menu is mentioned in this document. The menu is for representational purposes and is subject to change within reasonable limits. Menu decided by the Institute shall be strictly followed. Menu will normally be formalized for one month. The Mess Committee has right to change the menu according to the wish of students with the mutual consent from both parties with a notice period of 2 weeks. The Caterer should be flexible to provide the required changes in the menu.
- b. Provision of food for sick students: -
  - i. Caterer shall be informed 06 hrs in advance to provide food for sick students.
  - ii. By default, food for the sick students consists: a less spicy daal, Khichdi, Dalia, Curd, curd rice, milk etc. Fruits and boiled vegetables etc., as advised by doctor (except in emergency). This will be provided in lieu of the regular food.
  - iii. Mess Committee has the authority to change the default food mentioned above.
  - iv. A provision should be made to collect the 'lunch box' from the student requiring the delivery of food in his/her room based on the doctor's advice only. No extra charges will be charged/paid for making food arrangements to sick students.
  - v. The mess vendor must make arrangements to get the food packed in his own disposable cutlery or suitable utensils, and get it delivered to the sick or disabled students at the wellness center or in the hostel premises for as many days as the doctor has advised his/her admission'.
- c. The Caterer will ensure complete chain of activities so as to provide healthy and tasty meals absolutely on time to inmates on all days. In the process, it is expected that the Caterer will ensure highest standards of health, service, aesthetics, layout, professionalism, hygiene and cleanliness to the utmost satisfaction of Institute authorities. In order to achieve highest standards of services the Caterer will upgrade the skill of deployed workforce through periodic trainings and updation.
- d. The Caterer shall make provision for payment for extra items in addition to the regular menu based on the consultation with Mess Committee. The representational list of items required to be made available with specific meal is placed as **Annexure**. The final list of extra items along with mutually agreed rates will be finalized for each week in consultation with the Caterer and Mess Committee. The Caterer will run the service through registration of willing students.
- e. The Caterer should provide Jain meals and Satvik meals to the requested and eligible diners on a daily basis without any extra charges. The meals should be prepared separately following the standard procedures of cooking. The numbers will be intimated to the Caterers by the Mess Committee.

- f. Service Provider shall inform about the non-availability/ shortage of any item/ dish in advance in appropriate time along with the alternate options for non-available items.
- g. The appropriate number of toasters will be provided by the caterer

### **Special Requirements**

- a. **The Mess Contractor is required to provide parallel services in preparing food in the Transit Facility (Guest House) kitchen for the Institute guests staying in the Transit Facility, in addition to its Mess services** at the Mess block for the students. The menu for catering services (breakfast, lunch, evening snacks and dinner) at the Transit facility are separate and will be fixed on mutual understanding. However, the Institute has the final authority in deciding the menu. Also, the vendor is supposed to maintain the proper hygiene and highest standards of cleanliness in cooking at all times. **As far as price is concerned, it will be the rates quoted by the L1 bidder for guest house menu.**
- b. **Breakfast:** The menu should include the following items: any additional items may be added based on the requirements.
- 2 varieties of breakfast
  - Boiled Sweet Corn/ Boiled Peanuts/ Boiled Chana
  - Boiled Egg
  - Fruit Juice
  - Cut Fruits/Banana
  - Corn flakes
  - Bread, Butter, Jam
  - Tea/Coffee/Bournvita
- c. **Lunch:** The menu should include the following items: any additional items may be added based on the requirements.
- 2 varieties of rice items with a combo of Veg Pulao and Plain Rice / Lemon Rice and Plain Rice / Veg Biryani and Steam Rice.
  - 2 varieties of sabji / curry
  - Dal Palak/Tadka
  - Fulka/Chapati
  - Jowar Roti
  - Curd
  - Peanut Chutney
  - Papad, Pickle, Green Salad
  - Buttermilk
  - Dessert like Sweet Ice-Cream/ Gulab Jamun/ Vermicelli Paysa

- d. **Snacks:** The menu should include the following items: any additional items may be added based on the requirements.
- Wada Pav/ Veg grilled Sandwich/ Girmmit / Cutlet.
  - Banana
  - Tea/ Coffee
- e. **Dinner:** The menu should include the following items: any additional items may be added based on the requirement.
- 2 varieties of rice items with a combo of Peas Pulao and Plain Rice / Tomato Bhat and Plain Rice / Jeera Rice and Steam Rice.
  - 2 varieties of sabji / curry
  - Dal item
  - Fulka/Chapati
  - Jowar Roti
  - Curd
  - Peanut Chutney
  - Papad, Pickle, Green Salad
  - Dessert like Fruit Custard/ Shahi Tukda/ Kala Jamun
- f. **The Contractor should extend the service** to cater for the Institute guests and for the various office meetings, functions and other events organized by the various Departments and at the Institute level on a daily basis throughout the year. The vendor should maintain the flexibility and should be ready to supply the requirements within the short notice as well. The rates and billing for all such requirements will be separate and on mutual understanding, however, the Institute is the final authority in deciding the items/menu and rates.
- g. **The Contractor should extend the service** to cater during the Faculty and Staff Selection Committee Meetings. Special food items are required during these Selection Committee Meetings, for which you may be required to get the special food items from outside famous Restaurants / Hotels / Vendors from the city. The Contractor is expected to have knowledge about the quality of food and the standards of the Hotels in local market availability regarding this.
- h. The support must be extended to **provide the lunch/dinner facility to the Institute Faculty/Staff Members** on pre-booking basis and the payment for which shall be made by the Individuals directly to the vendor.
- i. Only the programs covered under Gymkhana events are eligible for special lunch/dinner
- j. The Menu and rates/charges for the Special requirements/orders would be decided by the Institute Committee with mutual discussion with the Contractor.

- k. The Contractor should be highly punctual and disciplined in providing the Catering services for Institute Guests, IIT RAICHUR expects high standards of services from the Contractor if any deviation or unsatisfactory services will attract the penalty.
- l. The Contractor should deliver and serve the food items to the designated/instructed places of the Institute on his own with his own personnel no additional manpower and logistic support will be provided by IIT RAICHUR for these arrangements. The Contractor should have enough manpower and suitable vehicles to deliver the food, wherever required IIT RAICHUR will extend its support for smooth operations.
- m. The Contractor should maintain the register mentioning all the details/items for all the special services rendered and get it vetted by the Institute Authorities. After verification only, the payment will be made to the Contractor on monthly basis after completion of services. No advance payment will be made to the Contractor.
- n. The Contractor should use standard size good quality Plates, Cups & Saucers, Bowls and spoons for serving. Use of sub-standard products and plastic products is strictly prohibited.

The kitchen maintenance, upkeeping of all cutleries, equipment provided by Institute and cleaning of Kitchen area in the Transit Facility (guest house) is the responsibility of the Contractor.

## 5. SPECIAL TERMS AND CONDITIONS

- 1) Mess Managers (**Should have a Degree with an experience of at least 3 years of supervision of Mess / Catering in an organization comparable to IIIT RAICHUR in terms of area and size / at least a three-star hotel**) will be deputed by the Caterer in consultation with Institute Authorities who shall necessarily be present in each shift for supervision and overall management of operations. "ABSENCE OF THE MESS MANAGER AND SUPERVISORS IN THE DINING HALL DURING THE SHIFT WILL RESULT IN THE IMPOSITION OF FINE, AS DECIDED BY THE INSTITUTE".
- 2) The Caterer will make all necessary arrangements for **neat, clean and organizational outlook** of all its workers befitting stature of IIIT RAICHUR in consultation with Institute Authorities.
- 3) The Caterer shall, at their cost, maintain **complete readiness** in terms of stock of all dry, fresh rations, condiments, and other necessary items for running the Mess including manpower in case of a bandh, strike, or other exigencies.
- 4) The Mess is strictly for IIIT RAICHUR campus inmates and authorized personnel only. Institute reserves its discretion in availing of its services. **Caterer will not divert the services** of Mess to any unauthorized personnel or use his discretion in this regard whatsoever.
- 5) To cater to a heterogeneous clientele, the Caterer shall ensure **separate preparation** and serving of **vegetarian including Jain meals and non-vegetarian meals**. In order to cater to any specific meal requirement arising during the Contract period, the Caterer will arrange to the specific requirement within the quoted rates.
- 6) The Caterer shall carryout **regular medical check-up in a semester from the authorized doctor** for all manpower deployed at Institute at own cost, so as to ensure medical fitness of all such manpower while at Mess operations. The Caterer will ensure that their employees are free from any communicable diseases.
- 7) **The Caterer will make all necessary arrangements for accommodating and transporting all manpower deployed by him so as to ensure timely operation of Mess in order to serve timely meals. Institute will have no obligation in this regard.**
- 8) Available Equipment, Furniture, Electrical Fittings, Fixtures, Water Pipes & Taps and Dining hall facilities (incl. table, chairs & Bain Marie) of IIIT RAICHUR to be utilized by the Caterer for running the Mess. **A fixed monthly rental for Rs.1.25 lakhs (i.e., on newly installed Kitchen equipment)** shall be payable to IIIT Raichur by the Caterer. Apart from these equipment, the Contractor has to bring the equipment, if necessary, at his own cost. Provision of Utensils like plates, spoons, glass, water jugs etc. is the responsibility of the Contractor. Good quality with appropriate size of plates, glass-tumblers, spoons, bowls etc., only should be used.
- 9) The Caterer will ensure **the upkeep of all the equipment, infrastructure** (as the case may be) provided to him by the Institute. All such maintenance of Institute property / equipment will be carried out by the Caterer at his own cost.

- 10) The Caterer will ensure absolute **hygiene and cleanliness** including periodic pest control and debugging of the Mess compound and surroundings with proper waste disposal in harmony with Institute systems. Any issue attributable to the Caterer in said areas will be sorted by the Caterer or will be handled by the Institute at Caterer's cost. The Caterer must also ensure that the dining tables and the chairs are continuously/regularly cleaned during the operational hours of the Mess.
- 11) The Caterer will be solely responsible for the general **discipline and conduct of their staff** at the Institute at all the times. It may be noted that only verified individuals through mandatory Police verification on submission of such document will be allowed to enter the Institute and will be deemed deployment worthy. In case of a violation, financial penalty will be levied on the Caterer as deemed fit by the Institute.
- 12) In addition to the regular diners (i.e., hostellers), the Caterer needs to provide breakfast, lunch, evening snacks and dinner to Institute guests, employees and day scholars on demand subscription for which the employee will settle the bills directly. Means for making digital payment (via card, UPI, etc.,) for settlement of bills should be made available at all times by the Caterer.
- 13) The Caterer should ensure that sufficient number of extra items are prepared for each day. In particular, the Caterer should be skillful in estimating the number of extras that the diners may demand on a given day. Note that it is not necessary for students to make any prior booking for an extra item. The Caterer must also be prepared to cook and serve extra items on demand basis
- 14) The Caterer will ensure that at least one Supervisor will always be present during breakfast, lunch, evening tea/coffee, and dinner. It is desirable that the supervisor continues at least for one semester. In case of any change, the Institute should be informed well in advance.
- 15) The Caterer must provide the service throughout the Contract period (365 days) without closing the dining hall on any day unless instructed by the Institute.
- 16) On special occasions, the menu to be prepared by the Caterer will be suggested by the Mess Committee/Institute.
- 17) The quality of food will be inspected item-wise by the Institute frequently and the Mess vendor shall not deny access for such inspections. Institute has the right to take samples of all material used in cooking and check the same for quality at recognized laboratories/Institutions. Further, the store and kitchen of the Caterer can also be inspected by Institute so as to ensure that only the brands allowed are being used.
- 18) Use of plastic tea-cups, spoons, plates and plastic carry bags are **prohibited**, and the Caterer shall use environment-friendly material only for serving coffee/tea, packing and carrying the food items.

- 19) Food should also be served fresh and hot at the designated places in the campus as and when required/ordered.
- 20) The Contractor will ensure that no incident of fire accident or any such incidents takes place and no injury to any of their employees or that of the Institute occurs. If such incidents occur, the vendor will be responsible for fulfilling the loss incurred. The Institute shall not be liable for any damages here. *Damages means, damages to property or individuals.*
- 21) The Caterer/their staff/their nominee will not be permitted to stay overnight in the Institute's premises under any circumstances.**
- 22) Any changes to the mode of operation (e.g., Mess menu, timings etc.) will require the prior permission of the Institute.
- 23) The Counter and preparation of Veg and Non-Veg should be made separate.
- 24) **Mess Rebate :**
- **For academic purposes:** Mess off will be given to individual students for N- days under special circumstances. 'N' shall be the period of actual continuous absence from hostel and should be certified by the Head of the Department concerned and intimated to the Hostel Warden two days in advance. 'N' ranges from minimum of 60 days.
  - **For medical purposes:** Mess-off would also be given if a student is not feeling well and admitted to hospital. The minimum number of days required for mess rebate is 5 days.
  - **For Sports and cultural activity,** deputed by the Institute and the student submits the application through the Faculty In-charge to the Hostel Warden well in advance before leaving or any other reason deemed fit by the Warden. The minimum number of days required for mess rebate is more than 5 days.
  - **For personal reasons,** no rebate will be provided for individual choices such as Ramadan, Sawan, or Navratri. The mess caterer is expected to provide special meals for students who are fasting during these periods, according to their preferences, without affecting the regular mess timings.
- 25) The Caterer will liaise with the Institute and report on a regular basis about all the activities of the Mess service. The Caterer shall extend full co-operation.
- 26) The Caterer shall store food samples in accordance with applicable safety and testing standards. The Caterer shall also be responsible for the daily cleaning of grease and oil traps and the gully chamber up to the first manhole.
- 27) Caterer shall be responsible for the collection of food wastes generated from Mess on daily basis and will dispose in composter machines located near the Mess block/suitable food waste disposal method should be followed by the Caterer. Operation and handling of waste disposal/composter machines shall be the responsibility of the Caterer.

#### 4.1. Corrupt & Fraudulent Practices :

IIIT Raichur requires that bidders, suppliers, contractors, and consultants, if any, observe the highest standards of ethics during the procurement process and the execution of contracts. In furtherance of this policy, the terms set forth below are defined as follows :

1. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of in kind/value to influence the action of a public official in the procurement process or in Contract execution.
  2. "Fraudulent practice" means a misrepresentation or omission of facts/ submission of false information/ documents in order to influence a procurement process or the execution of a Contract.
  3. "Collusive practice" means a scheme or arrangement between two or more bidders, designed to establish bid prices at artificial, non- competitive levels; and
  4. "Coercive practice" means harming or threatening to harm, directly or indirectly, or their property to influence their participation in the procurement process or affect the execution of a Contract.
2. IIIT RAICHUR will reject the proposal to award the Contract if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

#### 4.3 Cancellation of Tender

Notwithstanding anything specified in this tender document, IIIT RAICHUR in its sole discretion, unconditionally and without assigning any reasons, reserves the rights :

- a) To accept OR reject lowest tender or any other tender or all the tenders.
- b) To reject the tender on offer not confirming to the tender terms.

**4.4 Force Majeure.** During the pendency of the service agreement if the performance in total or part thereof by either party is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including the breakdown of equipment beyond their reasonable control neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the Contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the Contract as soon as possible after the restoration of normalcy.

**4.5** The Contractor shall not be entitled to claim any compensation from the Institute for any loss suffered due to delays in the supply of usable water, electricity, or other utilities by the Institute, where such delays arise from circumstances including, but not limited to, difficulties in the supply of wagons, force majeure events (including non-allotment of materials by controlling authorities), acts of God, acts of enemies of the State/Country, or any other reasonable cause beyond the control of the Institute.

**4.6 Termination for Default:** - The Institute may, without prejudice to any other remedy for breach of Agreement, may terminate the Work Order/Contract in whole or in part, by written notice of default sent to the Contractor and the Performance Bank Guarantee (PBG)/Security Deposit shall stand forfeited if: -

- a. The Contractor fails to deliver any or all of the obligations within the time period(s) specified in the Work Order / Agreement or any extension thereof granted by the Institute.
- b. The Contractor fails to perform any other obligation(s) under the Work Order / Agreement and fails to rectify it within the notice period for the rectification of the same.

**4.7 Termination of Contract :**

- i. The Institute has the absolute right to terminate the Contract/Services at any time by giving three months' notice in writing without assigning any reason whatsoever and the Institute shall not be responsible for any loss, damage etc. suffered by the firm/agency/company as a result of such termination of Contract. The Institute does not provide any compensation for such termination to the firm or the workmen who are employed.
- ii. In the event of the Bidder/Contractor desiring an earlier termination of Contract/services, he/she shall have to give 3 (three) months advance notice to the Institute or till the commencement of the new Contract, with proper validation to the Committee, if the Committee finds the reason is unsolicited. The Institute reserves the right to forfeit the Security deposit either in part or full.
  - a) **Termination for Insolvency :** The Institute may at any time terminate the Work Order/Contract by giving written notice to the Contractor without compensation if the Contractor becomes bankrupt/insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued thereafter to the Institute.

**4.8 Jurisdiction of Courts :** In all matters and disputes arising hereunder, the appropriate Courts at **RAICHUR**, Karnataka alone shall have jurisdiction to entertain and try them.

**4.9 Indemnification:** The Contractor shall at all time indemnify the Institute against all suits and claims which may be made in respect of the services.

The Contractor has to execute an indemnity bond stating "The Contractor indemnifies IIT RAICHUR of any issues arising due to un-hygienic preparation, personal hygiene issues and (or) storage of food, improper usage of ingredients and any such issues that may cause harm to anyone using the mess catering service due to inefficient or faulty operation".

**4.10 Non-disclosure of Contract documents:** Except with the written consent of the Buyer/Seller, other party shall not disclose the Contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

**4.11 Liquidated Damages:** In the event of the Contractor's/Seller's failure to submit the Bonds, Guarantees and Documents, supply the services and conduct trials, training, etc., as specified in this Contract, the IIT/Buyer may, at his discretion, withhold any payment until the

completion of the Contract. The IIIT/BUYER may also deduct from the Contractor/SELLER as agreed, liquidated damages to the sum of 0.5% of the Contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

**4.12 Confidentiality:** The Contractor and their personnel shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the services, agreement or the Institutes business or operations without the prior written consent. The Contractor should not provide/reveal the secured and confidential information/data about the Institute and Institute stake holders to the unauthorized person/firm. If any data of the Institute has to be shared with any authorized person/firm for any official work, written consent from the Competent Authority of the Institute has to be taken. If any breach is found by the Bidders Institute reserves the right to forfeit the security deposit and initiate legal actions, damage compensation will be calculated and recovered from the Bidder.

**4.13 Infrastructural and Equipment-related terms:**

- i. Major civil and electrical works will be attended by IIIT RAICHUR. Maintenance jobs such as repairing all mess equipment and running expenses are the responsibility of the Contractor. A high uptime and sound upkeep of IIIT RAICHUR mess equipment is essential. Any deviation in menu due to want of repair of equipment attracts penalty
- ii. The Contractor has to arrange all cooking needs and serving utensils including plates, glasses, cups, spoons, forks etc. The serving utensils will be vetted by the IIIT RAICHUR authorities for their quality and fitness before use, therefore the provision may be made in consultation of IIIT authorities. Upkeep of all items provided by IIIT RAICHUR will be the sole responsibility of the Contractor.
- iii. The Contractor will have to make provision of commercial / only permissible cooking gas cylinders and related cooking on their own. The safe storage and usage of the cooking gas is the responsibility of the bidder.
- iv. Security of licensed premises, equipment, fittings and fixtures, furniture etc. is the responsibility of the catering Contractor. Any damage to the Institute Infrastructure by the Contractor team or caused due to their neglect will be repaired or replaced at Contractors' cost and shall attract penalty. The Contractor should use the equipment's with utmost care.
- v. The Contractor shall not make or permit any construction or structural alteration of additional fittings inside the premises of the workplace without prior written approval of the Institute authorities.

**4.14 Terms related to Cleanliness and Hygiene:**

- a. Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the Contractor. Cleaning of utensils, cutlery, crockery, kitchen equipment, water cooler, furniture, and fitments is also the responsibility of the Contractor. The highest possible standards of hygiene are expected. Violations attract financial penalty as laid out vide this document.
- b. Mess Dining area must be thoroughly cleaned after each meal.

- c. Contractor shall make necessary provision of sufficient Liquid soap for hand wash, clean towels, along with other measures as advised by the Institute Authorities.
- d. Mess workers should be provided the necessary training in consultation with Institute authorities so as to maintain the highest possible standard of hygiene.
- e. IIIT RAICHUR reserves the right to check cleanliness including pest control, fumigation, upkeep of premises, quality of rations and other deliverables at any time without prior notice.
- f. IIIT RAICHUR is a total tobacco free campus, therefore none of the staff deployed at the campus should be in possessing or consuming tobacco products such as bidi, cigarette, chewing tobacco in any form, gutkha, pan-masala, pan etc. The consumption of alcohol inside Institute campus is strictly prohibited. Violation will attract penalty.
- g. The Contractor should keep the manholes and surroundings of the mess clean. The manholes should be cleaned and cleared on daily basis. If it is found that the personnel deployed by the Contractor are dumping the materials and waste which may lead to blockage, a suitable penalty will be imposed and it will be the responsibility of the Contractor to clear the blockage at his own cost.
- h. Waste disposal on daily basis is the responsibility of the Contractor. Necessary logistics should be arranged by the Contractor for disposal of both biodegradable and non-biodegradable waste. The waste disposal should be done as per the instruction of the Institute and Raichur City Corporation, Raichur standards. It is the responsibility of the Contractor to follow all the rules and regulations set up by the Institute and Government pertaining to waste management any deviation will attract the penalty.
- i. The Institute will provide the Composter machine for converting the food waste into the manure/to dump @ the placed earmarked for the purpose. The Contractor should deploy manpower to handle the food waste, after disposing of the food waste, the machine will convert the food waste in to manure. The generated manure should be collected and transported to the designated sections as identified by the Institute. If the Composter machine is under maintenance the Contractor should arrange for the waste disposal on their own, for no reasons the waste should be kept in the mess.
- j. The Contractor should record the quantity of the waste generated on daily basis. The Contractor should also record the manure generated from the food waste on daily basis.
- k. The employees of the Contractor should wear uniform with the name tag, cap, relevant footwear and hand gloves (while serving food).
- l. Keeping the Mess block surroundings clean is the responsibility of the Contractor.
- m. The Contractor should clean the drinking water dispenser or any such equipment that falls in the purview of the mess.

**4.15 Contract Implementation.**

- a. Sub-Contracting of the work will not be allowed.
- b. Persons below the age of 18 years shall not be engaged for the work. The Contractor will submit medical certificate/any other certificate as age proof of the workmen deployed by him. The Contractor will also submit medical certificate to the effect that the workmen deployed by him are fit for work and are not suffering from any contagious disease.
- c. Working hours will be 8 hours per day for the workmen excluding break period. The timings and the break period will be indicated by the authorized representative of the Institute.
- d. Contractor shall not change any employee without consent of the authorized representative of the Institute. He shall also ensure physical availability of the Mess Manager for mustering in/out the workmen at the Institute gate and supervise their work on daily basis.
- e. The Contractor(s) shall maintain a register of all his employees and the work assigned to them on daily basis. He should be in a position to produce the same at any given time.
- f. Contractor will provide his telephone numbers of his office/residence/mobile on which he can be accessed / approached by Institute.
- g. The Contractor will be accountable for any accident, injury and loss of life to the workers deployed by him and shall be responsible for payment of compensation as per law. If need arises, the Institute will recover such amount from the Contractor to effect payment to the affected person(s).
- h. Contractor shall employ one permanent Manager with full financial power for running mess services in IIIT RAICHUR smoothly. The Manager must possess good financial knowledge, requisite qualification and experience of managing large student mess.

**4.16 Payment of Wages to the Workmen**

- a. The Contractor shall pay the wages for a month to the workmen by 7<sup>th</sup> day of the succeeding month irrespective of release of payment to them by the Institute.
- b. The Contractor will maintain all Registers as required under the relevant Acts/Rules and shall get inspected by the authorized representative of the Institute every month before payment.
- c. The Contractor will issue wage slips and employment cards as per relevant Act.

- d. The Contractor will make payment to his employees either through A/c payee cheque in presence of authorized representative of the Institute as directed or through NEFT and produce the necessary documents in proof of payment. The Contractor shall obtain signature or thumb impression of the workman on wage roll authenticated by the initials of the Contract.
- e. Wages shall be paid without any deductions except those specified by special order or permissible under the Payment of Wages Act.
- f. In case of delayed/short supply of manpower, penalty/ liquidated damages @ 0.5% of the payment due for each week of delay or part thereof shall be recovered from the bills of the Contractors.
- g. EPF: The Contractor shall deposit both parts of EPF, in the respective accounts of the workmen every month without fail. The Contractor shall submit the proof i.e. copies of the challans/statements together with the list of workmen with account numbers and the amounts deposited against each to Accounts Section for processing the bills.
- h. ESIC: The Contractor *shall* deposit both employee and employer's contribution of ESIC, in the **respective individual** accounts of the staff within the 15 days of every month without fail.
- i. **Variation in minimum wages during currency of the Contract** Any increase/ revision in the minimum wages or in the rates of social security provisions during currency of the Contract shall be payable to the workmen. The Contractor will make payment to his employees at the revised rates without waiting for a formal confirmation from the Institute.
- j. IIIT RAICHUR reserves the right to inspect/verify the statutory documents of the Contractor pertaining to the deployed manpower the Contractor should provide all the documents without fail.

#### **4.17 Minimum Wages and Social Security Provisions.**

The minimum wages payable and other statutory obligations related to social security on the part of the Contractor (employer) are fall under applicable Zone Category will be as under:

- a. Minimum Daily Wages: Minimum wages are to be paid as prescribed/notified by Central Labour Commissioner (Central) or as by Labour Commissioner (Karnataka) from time to time, whichever is higher.
- b. Variable DA: As revised/applicable from time to time based upon CPI or any other basis specified by the concerned office.
- c. Social Security: The EPF and ESI shall be payable to the workmen as per rates prescribed by the concerned authority from time to time. The Contractor can deduct workmen's contribution from the wages payable to the workmen. The employer's contribution is to be paid by the Contractor himself. Contractor will

submit necessary proof for claiming contributions against EPF & ESIC along with bills.

- d. The minimum liability of payment on the part of the Contractor to the workmen or to their respective accounts will be the total of:
  - I. Minimum daily wages
  - II. Variable DA on daily wages.
  - III. EPF
  - IV. ESI
  - V. Other mandatory charges applicable to the services as prescribed by the relevant authorities in Govt. from time to time.

**4.18 Safety & Insurance.**

- a. The Contractor shall follow safety procedures in all respects.
- b. The Contractor will adhere to safe working practices and will take all safety measures necessary for safety of his workmen. He will remain responsible for the safety of his engaged persons. The Contractor should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required.
- c. The Contractor will ensure that the workmen maintain good personal hygiene and shall need to be free from any contagious diseases. The workforce will be subjected to medical check-up of appropriate medical authority identified by the Institute. Unfit personnel will not be deployed by the Contractor. The expenditure on this effect will be paid by the Contractor.
- d. The Contractor shall be liable to bear all expenses/damages/compensation in the event of any injury or loss of life of the personnel engaged by him while on duty if required the Contractor can insure the personnel deployed on his own cost.

**4.19 Security :**

- a. The Contractor and the persons engaged by him should not have any adverse police record and should bear good character. The Police Verification and security clearance initiation for all the workmen and supervisory staff is to be ensured by the Contractor at the time of placement of supply order. The receipt of the verification forms by the concerned Police Department will be furnished within 45 days of signing the Contract.
- b. The Security Office will maintain register for the Contractor's workmen and obtain their signature/thumb impression while coming "IN" and going "OUT" or as the case may be.

- c. The Contractor shall be bound by all security procedures followed at IIIT RAICHUR and abide by security instructions for all purposes. Workmen engaged by him will be liable for check and search by the security on duty while mustering in and out and also at the other random places and timings. Any breach/violation of security regulations in the work premises by any of the Contractor's persons shall be Contractor's responsibility.
- d. The Contractor will be responsible for good conduct of his workmen. If any workman is found indulging in undesirable activities, he will have to be withdrawn immediately as asked by the Institute and replaced with a new person.
- e. Institute reserves right to disallow any or all of the Contractor's men from being deployed inside the Institute campus without assigning any reason.
- f. In the event of any damage to the property of the Institute or life of its employees and/or their dependents the Contractor shall be liable for payment of compensation and/or prosecution in accordance with applicable law and provisions. Compensation for damage to the property of the Institute will be as assessed by authorized representative(s) of the Institute and shall be recoverable from the Contractor at market value.
- g. The staff should wear proper uniform.
- h. The workmen should abide and follow the rules and regulation of the Institute.
- i. The Contractor shall abide by the safety code provisions as per safety code framed from time to time by the Government.
- j. Taking protective measures to protect the property and persons and prevent accidents shall be the Contractor's responsibility during the Contract period.

#### **4.20 Statutory Obligations**

- a. The Contractor shall abide by and comply with the provisions of all the Acts, Rules and Notifications issued by the Central/State Govt. as applicable from time to time in respect of the Contracted work and all staff employed by him at his own cost and risk, including the following with latest amendments:
  - i. Contract Labour (Regulation and Abolition) Act 1970
  - ii. Contract Labour (Regulation & Abolition) Central Rules 1971
  - iii. Payment of Wages Act 1936, Payment of Wages (Amendment) Act 2005
  - iv. Minimum Wages Act 1948
  - v. Minimum Wages (Central) Rules 1950
  - vi. Employees' Compensation Act 1923
  - vii. The E.P.F. and Miscellaneous Provisions Act 1952

- viii. Employees State Insurance Act 1948
  - ix. The Child Labour (Prohibition and Regulation) Act 1986
  - x. FSSAI Act 2006
- b. Liability arising due to failure to adhere to statutory or other legal provisions attributable to the Contractor shall be borne by the Contractor himself.
- (i) The Contractor shall maintain up to date records required for compliance with the provisions of all the Acts and Rules made by Central/State Govt. as applicable from time to time in respect of the Contracted work. The authorized representative shall be entitled to inspect these records at any time.
  - (ii) If a bidding firm/Contractor is found violating any statutory provisions concerning labour laws or has given incorrect/false/misleading information, affidavit or documents at any stage of tender or Contract, necessary action as deemed fit, that may include debarment of the firm, shall be initiated.
- c. The Contractor shall indemnify IIIT RAICHUR against any litigation arising from violation of statutes, laws and rules during operation of the Contract. The Contractor shall conduct all legal proceedings as may be necessary without any cost to the Institute. If due to any reason whatsoever, IIIT RAICHUR management is made liable to pay any liabilities of the Contractor under any of the said laws etc; the same shall be recovered from the dues payable by IIIT RAICHUR to the Contractor and/or from the security deposit(s) furnished by him.
- d. The Contractor shall be responsible for ensuring compliance with the provisions related to all Applicable laws including Labour Law [Central/State] and specially Minimum Wages Act, Payment of Wages Act, EPF, ESI Act, Payment of Bonus Act, Contract Labour [R&A] Act, Workmen Compensation Act, Food Safety and Standards Act, 2006, etc. as applicable from time to time.
- e. The Contractor shall abide by all the laws and welfare measure of employees and all other obligations that are not enumerated and defined herein shall be exclusive responsibility of the Contractor and it shall not involve IIIT RAICHUR in anyway whatsoever. Compliance with these provisions shall be ensured at the time of making monthly payment. Apart from it the Contractor will maintain all kind of statutory registers related to attendance, wage, salary etc. as per the norms of the Act under which it is governed and required to be submitted as and when required.

#### 4.21 Payment to the Contractor

- a. Payment to the Contractor will be made on a monthly basis on presentation of bills along with supporting documents after recommendation of the Competent Authority. **In case of any lapse in the service provided, bill payment will be withheld till resolution of all such issues.** Payment to the Contractor is liable to be held back if the Contractor fails to make payment due to the workmen engaged by him within statutory time period.

- b. Deductions shall also be made from Contractor's bills during implementation of the Contract that may be become due as **penalties for violation of rules, terms and conditions**, damages, liabilities or for other causes.
- c. The Contractor should pay wages to the manpower deployed along with EPF, ESIC and submit the challan to the office every month without fail after verifying the same the payment will be released.
- d. TDS as applicable shall be deducted/made from the amount payable to the Contractor. The TDS certificate will be issued by IIIT RAICHUR. Payment of income tax on profits of the firm is the sole responsibility of the Contractor.
- e. Payment procedure: The bills shall be processed for payment after scrutiny of all documents submitted by the Contractor along with the Verification Report. The payment will be released to the designated account of the Contractor through RTGS/NEFT. No cash payment will be made by the Institute. The Institute shall endeavour to settle the bill approximately within 30 days or at the earliest possible. However, no interest shall be liable to pay by the Institute for any unforeseen delay in settlement of bills. The Contractor should indicate the valid GST number and bank details on the final compiled Invoice.
- f. The authorised representative or personnel deployed should submit the bill to the respective office along with all documents and get the acknowledge receipt, the Institute may ask for any relevant information/ document required from the Contractor to release the payment.
- g. No advance payment will be made to the Contractor; However, the bills will be settled every month after the Completion of the services without fail.
- h. Deduction as applicable as per the norms of the Government will be made from the bill.
- i. The payment against the services made for Special Orders at will be processed on monthly basis and therefore the Contractor should submit the bills every month without fail.

#### 4.22 **Miscellaneous**

- a. The persons employed by the Contractor, will have no right whatsoever to claim permanent/temporary employment in this organization. There will be periodical as well as surprise checking of the services provided by the Contractor for the subject job by the representative of the Institute. In case of default, the Contract will be liable for short closure of Work Order besides forfeiting the Security Deposit.
- b. If any employee of the Contractor is found to have committed misconduct or misbehavior, the Institute at its sole discretion, may direct the Contractor to remove such employee and the Contractor shall remove such employee(s) without questioning the decision of the Institute.

- c. The personnel deployed by the Contractor will not become member of any trade union of the Institute. If the personnel employed by the Contractor indulge in union activities which affect the service obligation of the Contractor or safety and security of the Institute, the Contract will be liable for termination. In the event of violation, they will be debarred from entering Institute premises and Contract can also be considered for termination.
- d. Further, the personnel deployed by the Contractor shall not engage themselves in any undesirable activities within the Institute premises. They shall not indulge in any business dealings with any Contractor directly or indirectly associated with Institute or in trade union activities. In the event of violation, they will be debarred from entering the Institute and Contract can also be considered for termination and forfeiture of the security deposit/PBG.
- e. The personnel deployed by the Contractor shall be available at the place of work defined for them. They must not visit undesignated places without valid authorization by Institute.
- f. **No housing/accommodation will be provided by the Institute to the personnel deployed by the Contractor.**
- g. It will be the sole responsibility of the Contractor to maintain all the documents viz., list of students in their mess, issuing dining card/coupon/dining token / daily attendance register, etc. The Contractor shall note that, IIIT RAICHUR will not bear any expenses or provide manpower for all these arrangements.
- h. **Non-payment of Monthly Rent on Kitchen Equipment's being provided by the Institute, License fee, the electricity charges and Water charges** within time shall be deemed to be a serious breach of the Contract and may lead to termination of the Contract at the discretion of the Institute and which shall not be challenge by the licensee under any circumstances, whatsoever.
- i. The Contractor shall use the premises ONLY for which it has been allotted by the Institute under the Contract. The use of the premises for any other purposes will lead to the suspension / termination of Contract with immediate effect

#### **4.23 Vacation of Premises**

The Contractor shall give vacant possession of the facilities/premises made available to the Contractor by IIIT RAICHUR and return all furniture, fixture, equipment and other items made available by IIIT RAICHUR in good condition after the Contractual period is over or if the Contract is preclosed. Handing over of the vacant possession of the premises and equipment etc, shall be affected within 5 days of the completion of the period of Contract or termination of the Contract. If the Contractor fails to do so, the Institute shall be free to take possession of the premises by opening the lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the Contractor's bill(s) or Performance Bank Guarantee, any item found to be missing at the replacement cost of the material/equipment, furniture etc., given to the Contractor by the Institute.

#### **4.24 Quantum of Work**

The Scope of Work given is approximate only and may vary in the actual course of execution. The Contractor is, therefore, advised to quote very carefully. No claim for the compensation from the Contractor shall be entertained due to any variation in quantities item(s) of food. The rates shall be firm/fixed during currency of the Contract.

#### **4.25 Other Conditions**

- a. In case the bidders are found in breach of any condition(s) of the bid at any stage of the tender, Earnest Money (EMD)/Performance Security will be forfeited.
- b. If the awardee of the Contract is found in breach of any conditions of the Contract, the performance security will be forfeited besides blacklisting, if required.
- c. IIIT RAICHUR reserves the right to relax/amend/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d. IIIT RAICHUR may issue a corrigendum to tender documents before the due date of Submission of the bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by the Institute. The bidder is not supposed to incorporate the amendment in the body of the tender document.

## 6. BID EVALUATION CRITERIA

The institute shall evaluate the responses to the Tender and all supporting documents/ documentary evidence. Inability to submit the requisite supporting documents/ documentary evidence may lead to rejection.

The decision of the IIIT RAICHUR in the evaluation of responses to the tender shall be final. The Institute may ask for a meeting with the Bidders to seek clarifications on the bids. The Institute reserves the right to reject any or all bids on the basis of any deviation. Each of the responses shall be evaluated as per the criteria and requirements specified in the tender document.

### 5.1 Technical Evaluation Criteria:

Bidders who meet the minimum eligibility criteria/pre-qualification requirements would be considered as qualified to move to the next stage of Technical Evaluation. Bidders, whose bids are responsive based on the Pre-Qualification Criteria and score at least 70 marks in the Technical Evaluation, in the following scoring mechanism, would be considered technically qualified. Price bids of such technically qualified bidders shall be opened for further evaluation.

S.No.	Criteria	Marks Breakup	Marks	Maximum Marks
(i)	Firm's existence as per the tender clause	More than 3 and up to 8 Years	5	10
		More than 8 and up to 12 years	7	
		More than 12 years	10	
(ii)	Number of years of experience in as per the tender clause preferably, IITs, NITs, IIITs, IISERs, IIM, NISERS, AIIMS, Central Universities / Educational Institutions of high repute.	More than 3 and up to 7 Years	5	10
		More than 7 and up to 10 Years	7	
		More than 10 years	10	
(iii)	Number of similar work orders executed *Details are available below this table.	One equivalent work order	5	10
		Two or three equivalent work order	7	
		More than three equivalent work order	10	
(iv)	The bidder shall submit Performance Certificates in respect of mess tender performance from their previous two Institutions / Organizations / Centrally Funded Technical Institutions (CFTIs), in accordance with the following conditions:	Average score below 5	5	10
		Average score between 5-7	7	
		Average score above 7	10	

	<p>1. The bidder must furnish two (02) Performance Certificates issued by competent authorities of the respective Institutions /Organizations /CFTIs, where similar mess services have been successfully executed.</p> <p>2. Out of the two certificates submitted:</p> <p>a. One certificate shall pertain to a mess tender completed within the last twelve (12) months from the date of submission of this tender.</p> <p>b. The second certificate shall pertain to a mess tender completed not earlier than twenty-four (24) months from the date of submission of this tender.</p> <p>The format for the performance certificate shall be provided. Each certificate shall clearly indicate the following details:</p> <p>1. Name and address of the Institution/Organization/CFTI</p> <p>2. Period of the contract and date of completion.</p> <p>3. Nature and scope of services rendered.</p> <p>4. Assessment of performance, duly certified by the competent authority.</p> <p>Certificates that do not conform to the above criteria, or are issued beyond the specified time limits, shall not be considered for evaluation.</p>			
(v)	Average Annual Turnover	Average turnover between 5-10 Crore for past 3 FYs	3	10
		Average turnover between 10-15 Crore for past 3 FYs	5	
		Average turnover between 15-20 Crore for past 3 FYs	7	
		Average turnover more than 20 Crore for past 3 FYs	10	
(vi)	Site visit or feedback by the current consumers (Feedback to be taken from	Quality of Food	0-5	15
		Service facilities	0-5	

	Students of CFTIs / User departments) (Evaluation Committee will do the evaluation or depute the sub-committee) *Vendor must provide the official email Ids and contact details of Officers/Faculty handling Mess services of such CFTIs/departments.	Cleanliness, hygiene and Mess Hall management	0-5	
(vii)	Presentation (Brief points for presentation have been provided in the tender document)			35
			<b>Total</b>	<b>100</b>

\* Point no. (iii):

Description of Similar Work Orders	Value of Each Work Order (Rs. In Crores)	Considered Equivalent To	Marks Allotted
One (1) work order of Rs. 3.5 Crores or above	≥3.5 Crores	One (1) work order	5 Marks
Two (2) work orders of Rs. 2.2 Crores or above each	≥2.2 Crores	One (1) work order	5 Marks
Three (3) work orders of Rs. 1.8 Crores or above each	≥1.8 Crores	One (1) work order	5 Marks

The marks shall be awarded as follows:

- If a bidder has 'One (1) equivalent work order' (as defined above) - 5 Marks
- If a bidder has 'Two or Three equivalent work order' (as defined above) - 7 marks
- If a bidder has 'More than Three equivalent work order' (as defined above) - 10 marks

Note: Only 'Work orders' of minimum one (1) year duration' shall be considered for evaluation.

## 5.2 Financial Evaluation Criteria.

### I. Minimum Reasonable Cost (MRC)/Base Price:

For evaluation of commercial/financial bids, IIIT RAICHUR has ascertained a minimum reasonable cost (MRC) of the tender at **₹. 200/- per day per student inclusive of GST**, for providing catering service on a per head per day basis after evaluating the cost factors (i.e. costs on logistics, labour accommodation, raw material, menu, documentation, statutory payments, payments on the other contractual obligations, profit margin etc) involved in providing the service required at the mess using its own means. It may be noted that any prospective bidder quoting less than the Minimum Reasonable Cost will be rejected as an unreasonable quote. The final per student per day rate will be increased at the rate of 5% per year in case of extension of the tender, subject to the satisfaction of the students committee and students feedback.

- The financial bids of technically qualified bidders (TBS) i.e., those bidders who have scored a minimum of 70 marks or above, shall be opened after completion of the Technical Evaluation.

### 5.3 The Total Score Will be Calculated as Follows:

$$\text{Marks} = (30\% \text{ of Technical Bid Score}) + (70\% \text{ of Financial})$$

Steps to Calculate QCBS:

1. Technical Evaluation:
  - Each bidder receives an absolute technical score (Tb).
  - The bidder with the highest score gets the maximum technical score (Tmax).
  - Normalize each bidder's technical score using the formula:  $T_n = (T_b / T_{max}) \times 100$ .
2. Financial Evaluation:
  - Identify the lowest bid price (the L1 price) among all bidders.
  - Normalize each bidder's commercial score using the formula:  $C_f = (L1 \text{ price} / \text{Bidder's bid price}) \times 100$ .
3. Combine Scores:
  - Apply the predetermined weightages (e.g., 30% Technical, 70% Financial) to the normalized scores.
  - Calculate the Final Score (F) using the formula:  $F = (T_n \times 0.30) + (C_f \times 0.70)$ .
4. Ranking:
  - Rank the bidders based on their final combined scores, with the highest combined scores being ranked as H1, followed by H2, H3, and so on.

III. **Total Tie-Breaking Clause:** In case of a tie in Total Marks between two or more bidders, following procedure shall be adopted:

- (a) The bidder with the highest technical score shall be treated as the successful bidder.
- (b) In case of tie in technical score, the bidder having the maximum period of experience at CFTIs shall be treated as the successful bidder.
- (c) In case of failure of above clauses, the bidder having the maximum relevant experience of past 3 years shall be treated as the successful bidder.

IV. IIIT RAICHUR will evaluate technical bids and commercial bids of the technically qualified bids and the Combined Highest Scorer H-1 bidder and H-2 bidder will be considered for the award of the Contract as per the evaluation criteria set in the bid evaluation process.

V. After calculating the total scores, the two bidders with the highest total scores will be offered the opportunity to serve at IIIT RAICHUR. Between the two finally selected bidders, the one with the higher total score will be given the opportunity to select the mess of their choice. In case of a tie between two caterers, the tie-breaking clause will be exercised.

#### 5.4. Award of Contract:

- a. The technically qualified firms having the Combined Highest Score (H1) will be awarded the Contract. However, this is subject to negotiation, if required.
- b. The Successful bidder shall abide by all the Terms & Conditions of the Contract.
- c. Initially, the Contract will be awarded for one year and thereafter, the Contract may be extended for two more years, on year-by-year basis or for a required period on the same/ revised rates (subject to price revision if the Institute desires), same terms & conditions if the performance of the firm is found satisfactory. The decision of the Competent Authority of the Institute will be treated as final in this regard. However, extension of the Contract after one year is not binding on the Institute.
- d. The services rendered to the Institute will be reviewed by a Committee during the Contract period, and IIIT RAICHUR reserves the right to terminate the Contract without giving any reason, if the services are found unsatisfactory.
- e. The successful Bidder will be notified that the bid has been accepted. In case the bidding process / public procurement process has not been completed within the stipulated period, the Institute, may request the Bidders to extend the validity period of their bid.
- f. The successful Contractor should enter into an Agreement with IIIT RAICHUR before commencing the work on appropriate non-judicial stamp paper.
- g. If the quoted price offered is not reasonable/meets the expectation of the Institute even after negotiation, the Institute reserves the right to Cancel the tender at its discretion.
- h. The Institute reserves the right to conduct the negotiation with the H1 if the quoted price is not satisfactory to the Committee.
- i. The Institute reserves the right to relax any terms and conditions at its discretion at any time of the Contract with mutual consultation of both parties. The decision of the Competent Authority of the Institute will be the final in this regard.
- j. **Price Revision:** After Completion of the one-year Contract period, if provided extension, the per-day per-student quoted price will be increased by a maximum of 05% (Five) of the previous year, subject to satisfactory services and good feedback from the diners.
- k. The Price revision proposal will be assessed by the Committee and if the Committee agrees, then only the price will be increased. The authority to revise the price lies only with the Institute at its discretion.
- l. The successful contractor shall pay a monthly license fee of ₹.5,000/-. The water charges are ₹.3,000/- per month and ₹.5,000/- per month towards electricity charges/or actual consumption of electricity as per the readings of meter installed for the kitchen.
- m. The successful Contractor shall pay ₹ 4,000 per month towards cleaning of the Common areas, if the Institute carries out the cleaning from its end.

**Annexure-1**

**STATUTORY DOCUMENTS**  
**(TO BE PROVIDED ON THE LETTERHEAD OF THE AGENCY)**

Name of the Firm		
Date of Incorporation / Establishment		
PAN		
GST Number		
E-Mail		
Phone Number		
Registered Office Address		
Number of years in operation.		
Whether the firm is MSME		
Authorised Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact person other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	
Remarks: Valid supporting documents are to be attached along with this Annexure.		

Signature with Seal of the Bidder:

Name in Block Letters:

Designation:

**Contact no.**

**Date:**

**Full Address:**

**Non-Blacklisting declaration**  
**(Format for Affidavit on Rs. 100/- Non-Judicial Stamp Paper)**

I / We ..... age residence of.....  
..... hereby declare that .....  
..... (Name of the Agency) has not been black listed by any Central/State Government Department /agency of Central/State Government of India/any Regulatory Authorities in Indian for any kind of fraudulent activities as on the last date of submission of this Tender.

(Name, Designation and Address of the Executant)  
(Seal)  
**DEPONENT**

Date :-

Place :-

**VERIFICATION**

I, the above-named deponent(s) do hereby verify that the facts stated in the above Affidavit are true to the best of my knowledge. No part of the same is false and no material has been concealed there from.

Verified at .....on this the .../.../.....

(Name, Designation and Address of the Executant)  
(Seal)

**DEPONENT**

**Solemnly affirmed and signed before me by the deponent on this ..... day of \_\_\_\_\_2026 at my office. (Judicial Magistrate First-Class / Notary Public/ Oath Commissioner)**

**Date:**

**Annexure - 3**

**WORK ORDER/PURCHASE ORDER/CONTRACT AGREEMENT DETAILS  
(TO BE PROVIDED ON THE LETTER HEAD OF THE AGENCY/FIRM)**

<b>Sl. No.</b>	<b>Name of the Client/Institute/ Organistaion</b>	<b>Description of the Services</b>	<b>Number of Diners</b>	<b>Amount/ Value of the Work Order</b>	<b>Period of the Contract</b>	<b>Contact Person at the client site who is currently serving there (Name, Designation, Mobile, and Email)</b>

**Note : The Contract Period of One year will be considered as 1 completed service/completed Work order for evaluation, if the Contractor has provided services for more than one year for any Organistion/Institute he/she should mention it in detail.**

**The bidder should attach the relevant Work Order/ Agreement/ Experience certificates/performance certificate issued by the Competent Authority of the service received Organization/Institute indicating all the Contract details like period of Contract, Contract value, Number of Diners and other relevant information required for evaluation.**

Yours faithfully,

(Signature of the Bidder, with Official Seal)

**ANNEXURE - 4**

**ANNUAL TURNOVER DETAILS**

**(TO BE PROVIDED ON THE LETTER HEAD OF THE CA FIRM)**

This is to Certify that the Annual turnover of the firm M/s ..... during the following financial years mentioned in the table below is true and correct.

<b>Sl. No.</b>	<b>Financial Year</b>	<b>Annual Turnover in ₹</b>
1.	2025-26	
2.	2024-25	
3.	2023-24	

Date:

Signature and Seal of the Authorized  
Chartered Accountant

Place:

Name:

Designation:

Address:

**Note:** The document has to be certified & validated by the Chartered Accountant (CA) with the name of CA, registration number, signature, and stamp. In case of failure to submit the aforesaid document, bids will not be considered.

**The Bidder should attach the ITR copies of the above-mentioned financial years along with this document without fail.**

**Certificate issued by the Chartered Accountant without enclosing the ITR Copies, the bid will be rejected**

**TENDER ACCEPTANCE LETTER**

(To be given on Company/Firm Letter Head)

Date:

To,

The Assistant Registrar  
IIIT RAICHUR

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No :

Name of Tender / Work: - TENDER FOR PROVIDING CATERING SERVICES AT IIIT RAICHUR.

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above-mentioned Tender/Work from the web site(s) namely:

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as per your advertisement, given in the above-mentioned website(s).

2. I / We hereby certify that I / we have read the entire Terms and Conditions of the tender documents including all documents like annexure(s), schedule(s), etc., which form part of the Contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your Institute too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your Institute shall without giving any notice or reason therefore or summarily reject the bid or terminate the Contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.
7. We will cater for the needs of the Institute as per the Scope of Work and as indicated/instructed by the Institute authorities.
8. We will abide by all the Rules and Regulations of the Institute

Yours faithfully,

(Signature of the Bidder, with Official Seal)

## Annexure - 6

### Penalty clause

- A. Any IIIT RAICHUR Student(s) nominated by Mess Committee or any authorized IIIT RAICHUR official can inspect the mess, kitchen or any process without any prior notice to the Agency.
- B. In the case of any discrepancy (in terms of palatability of food or hygiene) or any case of negligence, the appropriate punitive action will be taken.
- C. Penalties would be levied for:
1. Partially cooked food.
  2. Insects particles found in food.
  3. Using sub-standard raw materials.
  4. Unhygienic cooking and food waste handling conditions.
  5. Not providing complete menu to all students.
  6. Non-deployment of sufficient qualified manpower as per scope of work.
- D. Any complaint pertaining to Mess services received by Mess Committee will be reviewed first in consultation with bidder for explanation/clarification of the violation caused and appropriate penalty shall be levied only after approval of the Competent Authority.
- E. Penalties will be calculated as shown below, where

$$P = 0.05*(\text{DAILY RATE}) *(\text{NUMBER OF STUDENTS REGISTERED FOR MESS})$$

Sl. No.	VIOLATION	PENALTY (FIRST INSTANCE)	PENALTY FOR N-TH REPETITION
1.	Poor maintenance/tampering with Institute property	P or Cost of the damage	1.5*N*P or Cost of the damage
2.	Possession or consumption of Tobacco items as mentioned in tender.	P	1.5*N*P
3.	Presence of unwanted/ unhygienic/ harmful items in food, e.g., blade, glass, metal, wires, nails plastic pieces, hair, non-veg items in veg food, etc.	P	1.5*N*P
4.	Presence of insects, flies, cockroaches, etc., in cooked food Live Dead	3*P 5*P	3*N*P 5*N*P
5.	Usage of spoiled/stale food ingredients, e.g., rotten vegetables, infected grains, expired items, food not cooked properly etc.	P	1.5*N*P
6.	Unclean cutlery/ sterilization process not followed	0.5*P	0.6*N*P

7.	Delay in service delivery	Warning	0.2*N*P
8.	Usage of brands/items that do not comply with the brands mentioned in the tender document or without prior approval of Mess Committee.	0.5*P	0.6*N*P
9.	Reuse of heated oil	0.5*P	0.6*N*P
10.	If the quality of milk is not found to be appropriate, or it is diluted.	0.4*P	0.5*N*P
11.	Usage of synthetic colour, Soda, MSG, or any other banned substance in food, or if found in storage room	P	3*N*P
12.	If deployed staff is found of any disobedience or misconduct	P	P*N
13.	Noncompliance with workers dress code	0.1*P	0.15*N*P
14.	Failure to maintain a proper health checkup of the workers	P	1.5*N*P
15.	Non-adherence to the timings mentioned in the tender or decided with the respective Mess Committee	P	1.5*N*P
16.	Change in menu due to any mess equipment being defective /out of sorts for more than 24 hrs.	P	1.5*N*P
17.	Poor maintenance/tampering of the drainage System	0.4*P	0.5*N*P
18.	Shortage of food	0.5*P	0.6*N*P
19.	Non availability of manager and supervisors in the Dining Hall.	0.2*P	0.2*N*P
20.	Violations regarding waste disposal, e.g., littering, non-segregation of waste, etc.	0.5*P	0.6*N*P
21.	Inadequate man-power during a month (for every shortage in man-power in any section)	2P*No. of shortfall manpower	N*2P*No. of shortfall manpower
22.	Food poisoning*.	25*P and the expenses incurred on the Institute due to food poisoning if any.	
23.	Violation of any tender terms not mentioned above.	0.5*P	0.5*N*P
24.	Violation/Nonadherence of Institute rules and regulations.	0.5*P	0.5*N*P

In addition to the above, feedback will be collected from the registered students every month to evaluate the performance of the Agency in all aspects. If the quality & quantity of food is found to be unsatisfactory for a considerable number of diners, a suitable fine will be imposed as decided by the Mess Committee with the approval of the Competent Authority.

\*If it is found that the food poisoning had happened due to the negligence of the Contractor or his personnel, the Contract will be terminated PBG will be forfeited and suitable action will be taken against the Contractor.

The fines will be deducted from monthly bill/Security deposit.

**Declaration for the firm's Existence/Experience**  
(To be given on Company/Firm Letter Head)

Date:

To,  
The Assistant Registrar  
IIIT RAICHUR

Sub: Declaration for firm existence and experience

Tender Reference No:

Name of Tender / Work: - TENDER FOR PROVIDING CATERING SERVICES AT IIIT RAICHUR.

Dear Sir,

We hereby declare and certify that we are in the similar services/catering services business for last \_\_\_\_\_ (Number of Years) \_\_\_\_\_ and we are rendering the services from \_\_\_\_\_ (year) \_\_\_\_\_ to till date and having the registered office in \_\_\_\_\_ (Address of the registered office) \_\_\_\_\_ and not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

We are enclosing the certificate of registration and relevant documents to prove our experience/existence in the business.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

## Annexure - 8

### FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD (on Company/Firm Letterhead)

**To**  
The Assistant Registrar  
**IIIT Raichur**

**Subject:** Declaration for Exemption from Submission of Earnest Money Deposit (EMD)

**Tender Reference No.:**

**Tender Name : TENDER FOR PROVIDING CATERING SERVICES AT IIIT RAICHUR**

Dear Sir/Madam,

I/We, the undersigned, hereby declare that:

1. I/We are registered as a Micro and Small Enterprise (MSE) under Udyam Registration / or recognized as a Startup by the Department for Promotion of Industry and Internal Trade (DPIIT).
2. I/We are claiming exemption from submission of Earnest Money Deposit (EMD) in accordance with the provisions of the tender document.
3. I/We confirm that the enclosed **Udyam Registration Certificate / NSIC Certificate / DPIIT Startup Recognition Certificate** is valid as on date and is applicable to the nature of services covered under this tender, i.e., catering-related services.
4. I/We understand that the submitted certificate is subject to verification by IIIT Raichur, and in case the certificate is found to be invalid, expired, or not relevant to the tendered services, our bid shall be rejected for non-submission of EMD.
5. I/We undertake that all the information furnished in support of this exemption claim is true and correct to the best of my/our knowledge and belief.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

**Annexure - 9**

**FORMAT FOR PRICE BID FOR MESS**

**(NOT TO BE SUBMITTED WITH THE TECHNICAL BID)**

<b>Sl. No.</b>	<b><u>Description</u></b>	<b><u>Rate offered in ₹.</u></b>
1.	Catering Charges Per Day Per Head/Diner /Student (The price should include Breakfast, Lunch, Snacks and Dinner)	

**Notes: -**

- i. The bidder is to acquaint himself with the scope of work, all terms and conditions & penalty details etc. of the tender document before quoting the rates.
- ii. The rate should be Inclusive of GST. The quoted rate should be inclusive of all other charges towards successful operation of mess as per terms and conditions of this tender document.
- iii. The bidders are to strictly adhere to the minimum wages (including VDA), ESI, EPF & any other statutory requirement under the prevalent Rules applicable for Zone "B" category prescribed by Ministry of Labour and Employment, Govt. of India. Under no circumstances, the rates payable to manpower being deployed should be lower than the prescribed rates.
- iv. The technical bid shall include technical and commercial terms (EMD, turnover etc.) only. Mentioning the price in the technical bid will disqualify the bid.
- v. **The price alone should be mentioned in financial bid.**

**Price Bid for Guest House Charges**

<b>Sl No</b>	<b>Description</b>	<b>Rate offered by the Bidder (Inclusive of GST)</b>	<b>Remarks</b>
1.	<b>Breakfast</b>		
2.	<b>Lunch</b>		
3.	<b>Evening Snacks</b>		
4.	<b>Dinner</b>		

The bidder must quote for both the Mess charges and guest house catering charges in price bid and submit in Financial Bid Cover. However the guest house catering charges will not be considered for evaluation.

Date:

Signature of the Authorized Signatory  
of the Bidder/Firm

Place:

Name:  
Designation:  
Official Seal:

**MENU**  
**Section - A**  
**Structure of Menu**

**Table C1a : Breakfast**

Item	Frequency	Quantity	Comments
Milk/Tea/Coffee	Daily	Limited	250ML
Toasted white/whole wheat bread with jam and Jam	Daily	Limited	4 Slices
Eggs / Banana	Daily	Limited	Both will be available. Students can choose 1 egg preparation or 1 Banana
boiled chana and beans/ Cornflakes/ Oats	Daily	Limited	All three will be made available. Students can choose from 50 gms of boiled chana/peanuts/ other beans or 25gms of Corn flakes or 25 gms Oats
Additional item	Daily	Unlimited	Indian Dish suggested by the mess committee

**Table C1b: Lunch**

Item	Frequency	Quantity	Comments
Roti #	Once per meal	Unlimited	
Plain white rice	Once per meal	Unlimited	
Sambar/Rassam	Once per meal	Unlimited	
Dal#	Once per meal	Unlimited	One item from the list of dals mentioned below, without repetition as suggested by the mess council. A less-spicy variety of dal should be provided on request and for sick students.
Dry sabji#	Once per meal	Unlimited/Limited	One item from the list of dry subzis mentioned below, without repetition as suggested by the mess committee
Curd/Lassi	Once per meal	Limited	100 ml of curd or 200 ml of lassi
Drinks#	With lunch during 18 weeks of summer	200 mL	One item from the list of drinks mentioned below. The 18 weeks will be decided by the mess council (mostly summer). Exactly which

			drink is to be served on which day will also be decided by the mess council in consultation with the caterer.
Papad/Fryums	Once per meal	Unlimited/Limited	
Green salad	Once per meal	Unlimited	Should include cucumber, chili, tomato, onion, lemon, carrot, cabbage
Pickle/Chutney	Once per meal	Unlimited	

# The Mess Council, in consultation with the contractor, will choose from the list of rotis, dals, dry subzis, fried items, vegetable curries, and flavored rice every month.

**Table C1c: Evening Tea**

Item	Frequency	Quantity	Comments
Tea and Coffee	Daily	Unlimited	--
Snack Item	Daily	Limited	--

**Table C1d: Dinner**

Item	Frequency	Quantity	Comments
Roti /Puri	Five times a week	Unlimited	Puri once in week
Plain white rice	Once per meal	Unlimited	--
Sambar/Rassam	Once per meal	Unlimited	--
Dal#	Once per meal	Unlimited	One item from the list of dals mentioned below, without repetition as suggested by the mess council. A less-spicy variety of dal should be provided on request and for sick students.
Dry sabji#/ Vegetable curry#	Once per meal	Unlimited	One item from the list of dry subzis mentioned below, without repetition as suggested by the mess council
Curd	Once per meal	100 ml	
Papad/Fryums	Once per meal	Limited/Unlimited	
Green salad	Once per meal	Unlimited	Should include cucumber, chili, tomato, onion, lemon, carrot
Pickle/Chutney	Once per meal	Unlimited	
Chicken Biryani / Paneer biryani	Once per week (Tentatively)	Limited	200 gms of Chicken or 100 gms of paneer. Basmati rice to be

	Sunday)		used
Egg curry/paneer curry	One times per week	Limited	2 egg or 50 gms of paneer.
Flavoured rice#	Three times per week	Unlimited	
Chholabhatura	Once per week	Unlimited	
Sweet/Fruit	4 times in a week	One or two pieces depending on the item	

### LIST / DETAILS OF REGULAR ITEMS OF Section - A

#### **Breakfast :**

Tea/Coffee and Milk.

Bread: Min 4 slices, Brown/White bread.

Banana/ any seasonal fruit/Egg or Cornflakes **and** Bournvita : Student selects one of the above.

Bread, Butter, Jam **AND** any one of the following, as directed. (C2-Additional Menu Items)

Vada Sambar & Coconut / Groundnut Chutney.

Idli/ Veg Idli/ Ragi Idli Sambar & Coconut / Groundnut Chutney.

Masala Dosa Sambar + Coconut / Groundnut Chutney.

Tomato bath/ Upma/ Semiyaupma and poha

Upma, Coconut / Groundnut Chutney.

Uttapam, Coconut Groundnut Chutney Sambar.

Aloo Paratha / Mix paratha/ Paneerparatha + Curd + Chutney.

Sabudana Khichdi + Chutney.

Misal Pav/ .pav bhaji/vada pav

Pongal vada (3 pieces)

Stuffed paratha (Mix veg paratha, Radish paratha, Onion paratha, Aloo Methi paratha),  
Gobhi-paratha

Poori with aloo sabzi/ Chana masala.

#### **NOTE :**

Pickle/Butter is required to be served with Parathas.

Butter serving is 20 gm.

#### **Lunch /Dinner : Unlimited Quantity Dal**

Dal fry (Max 4 times in a week).

Moong dal.

Masoor Dal

Dal dhokli

Rajma/Chole masala

Toor dal.

Page 49 of 51 Mix dal.

Palak dal.

Imali dal, Dal Tadka, Lasooni dal tadka.  
Sambhar.

Urad dal., Chana Dal

Note - Use green chillies in dal and vegetables, Red Chilli (in some special veg. can be used).

## 1. Vegetables: Unlimited Quantity

### ◆ Dry Subzis:

Beans Poriyal, Brinjal Fry, Brinjal & Capsicum Fry, Tindora fry/Poriyal, Aloo Baingan, Gobi 65, Cabbage with peas, Shimla Mirch with Aloo, Aloo Jeera, Aloo Deep Fry, Aloo gobi, Potato brinjal fry, Raw Banana fry, Mix vegetable dry, Soya bean fry, Veg Jalfrezi, Bhindi Masala, Arbi, Aloo Cabbage, Aloo Beans, Soy Chilli, soya Chunks.

### ◆ Vegetable Curries:

Corn Palak, Mutter do pyaza, Corn palak masala, Aloo tomato curry, Malaikofta/ hariyali kofta, Kadai Veg, Aloo mutter curry, Mutter Masala, Black Chana Curry, Kadhi Pakoda, Kabuli Chana, Bhindi do Pyaza, Aloo Palak, Veg korma, Rajma Masala, Saag (Bathua/Sarso)

## 2. Limited quantity (when served).

1. Palak Paneer.
2. Chilli Paneer.
3. Paneer Butter Masala.
4. Paneer Tikka Masala.
5. Kadai Paneer.
6. Paneer Bhurji.
7. Stuffed Tomato with Aloo.
8. Veg Kolhapuri.
9. Methi Mutter Malai.
10. Matar Paneer
11. Navratan Korma

Note: 50 gms of Paneer must be served (without gravy)

**b. Rice/Flavored Rice**

- Plain Rice.
- Jeera Rice.
- Khichdi Rice.
- Szechwan Rice.
- Mutter Rice.
- Fried Rice.
- Mutter Rice.
- Lemon Rice.
- Biryani.
- Veg Pulav.

**3. Roti**

- Plain Tawa Roti/Phulka with/without Ghee.
- Tandoori/Naan Roti (once in a week).
- Methi Roti.
- Messi Roti.
- Plain Puri, Palak Puri.

**4. CURD/ RAITA**

- i. Curd: Once per meal.
- ii. Veg/Boondi/Aloo Raita: With special meals, Cucumber Raita
- iii. Sweet Lassi : once in a week : 1 full glass (250 ml).
- iv. Namkeen Lassi: once in a week : 1 full glass (250 ml).

**Chinese items for Dinner : 1 time in a week.**

- v. Hakka noodles/ Chowmein.
- vi. Gravy Manchurian.
- vii. Pasta
- viii. Macaroni.

**Sweets**

- ◆ Gulab Jamun (2 Pcs, 40 gms each).
- ◆ Rasgulla (2 Pcs, 40 gms each).
- ◆ Ice Cream (1 Pcs,120 ml of approved make by mess committee).50gm/90 ml.
- ◆ Jalebi (4 Pcs, total 100 gms, made in hostel mess only).
- ◆ Moong/Carrot Halwa (100 gms, made in hostel mess only).
- ◆ Soojika Halwa (100 gms, made in hostel mess only).
- ◆ Kheer (with Sevai / Rice), Coconut Barfi, Laddu, Rasmalai.
- ◆ Frooti.
- ◆ Fruit Custard.
- ◆ Boondi and Petha.
- ◆ Shrikhand.

Note – Sweets should be served 4 times in a week.

## 5. Snacks (Limited) :

- Maggi (100 gms) + Sauce.
- Dhokla (White or Khatta, 100 gms) + Chutney.
- Samosa (2 No., 40 gms each) + Imli Chutney.
- Bread Pakoda (2 no.) + Sauce.
- Bread cutlet (2 no.) + Sauce.
- Bhel + Imli Chutney + Green Chutney.
- Pakoda (Moong or Aloo or Onion) + Imali Chutney + Sauce.
- French toast (2 pcs). Veg cutlet( 2 pcs).
- Grilled aloo sandwich(2 pcs) + Sauce.
- Paneer/Veg Puff (1pcs) + Sauce.
- Vadapav(2 pcs) + imli Chutney.
- Pavbhaji (2 pav) + lemon + onion.
- Masala papad. Veg burger.
- Alooabonda, (3 No., 40 gms each) + Imli Chutney.
- Mirchi Bhaji (3 Pcs)

### Note that, here

- Breakfast means any breakfast items from 'Breakfast section'.
- Dal means any dal from the 'Dal' section.
- Vegetable means any vegetable curry from 'Vegetable' section (Unlimited/ Limited).
- Snacks means any snacks from 'Snacks' section (Limited).
- For Navratri, Shivaratri and Ramzan, alternate dish should be provided to the student.
- The options in the list of items will be finalized by the Mess Committee.

## Section B

### Permissible Brands of various items

Item	Brand
Salt	Tata, Annapurna, Nature fresh, Ashirvaad, Nirma, Saffola, Captain cook
Spices	M.D.H. Masala, Knorr, Catch, Everest, Mothers, Nilons, MTR, Priya, Patanjali, Ramdev, K-Pra
Ketchup	Maggi, Kissan
Oil (Sunflower)- Refined	Sundrop, Godrej, Saffola, Fortune, Nature Fresh, Dhara use of Hydrogenated (vanaspati) oil is strictly prohibited
Pickle	Tops, Nilon's, MTR, Bedekar
Atta/ Maida	Ashirwad, Pillsbury, Annapurna, Samrat, Nature fresh, Patanjali, Shakti, Bhog
Instant Noodles	Maggi only
Flavoured drinks	Rasna, Roohafza, Mapro
Papad	Lijjat, Ganesh, Shreeji, Ramdev
Butter	Amul only
Bread	Modern, Kwalitiy, Wibs, Britannia, Bonn, Harvest Gold.(local bakery if approved by committee)
Cornflakes	Kellogg's
Jam	Maggi, Kissan
Ghee	Amul, Mother Dairy, Britannia, Gits, Nestle, Everyday, Dynamix, Vadilal, Warana
Shrikhand	Amul, Warana, Chitale
Cow Milk (half-cream/non-toned)	Amul, Mother Dairy, Govardhan, Warana, Kwalitiy
Paneer	Amul, Mother Dairy, Warana, Gowardhan
Tea	Brooke bond, Lipton, Tata, Tetley, Godrej
Coffee	Nescafe, Bru, Tata
Ice Cream	Amul, Mother Dairy, Kwalitiywall's, Natural's, Havmor, Vadilal, Patanjali. Dinshaw's, Cream bell
Soya	Nutrela
Frozen Peas	Safal (offseason), Al kabeer, Vadilal
Cheese	Amul, Mother Dairy, Britannia, Warana, Govardhan
Kolum Rice	Royal, Donut, Kohinoor, India gate
Basmati Rice for special rice	Everyday, Daawat
Custard Powder	Brown & Polson
Sauce (Chilli , Garlic , Soya, Manchurian, Tomato)	Chings, Heinz, Maggi, Kissan , Sam's, Cremica, Tops
Toor Dal / Masoor Dal / Urad Dal / Chana Dal	Tata, India gate, MTR Packed materials from Metro / Dmart / Big Bazaar / Bigbasket
Sugar	Madhur, Mantra, Satyam, MTR Packed materials from Metro / DMART / Big Bazaar / Big Basket
Cornflour / Rava	Packed materials from Metro / Dmart / Big Bazaar / Bigbasket
All Non Branded	As decided by the Mess committee

**Note : Approval should be taken from the Warden and Mess Committee for the items which are not listed above before procuring or changing the items.**

# Mess Operations at IIIT RAICHUR

Presented by

[Name of the Company/Firm]

[Date]

IIIT RAICHUR

## Eligibility Criteria

The bidder should be a registered firm/company/co-operative society engaged in catering/mess services for at least **3 years**.

The bidder should have successfully provided similar services in **Central/State Government Institutions, IITs, NITs, or reputed organizations**.

The bidder must have a **minimum annual turnover of ₹.5 crores** during the last three financial years.

The bidder should possess a **valid FSSAI License** and all relevant statutory registrations (GST, PAN, ESI, EPF, Labour License).

The bidder should not have been blacklisted or debarred by any **Govt./PSU/Autonomous Body**.

# 1. Overview of the Company

- Company profile and credentials
- Growth of the Organization in last three to five years
- Establishment and Experience in Catering Services
- Client Base Across India – Focus on CFTIs
- Client Feedback and Key Achievements
- Catering Challenges noted at IIIT RAICHUR and proposed solution to overcome them.
- Audited balance sheets of the last 3 years

## 2. Operational Strategies

- Smart Kitchen Operations adopted by the institute
- Attendance and Meal Management
- Effective Staff Management and Regular Training
- Employing trained manpower with valid medical certificates.
- Proper waste segregation and disposal as per local norms.
- Compliance with all statutory laws including FSSAI, Labour, and Minimum Wages Act.

# 3. Enhancing Student Experience

- Regular Tasting of foods and Quality Checks
- Adequate Quantity of Food Items
- Fresh, Hot and Well Cooked Food
- Efficient Service – Minimize Queues and Waiting Time
- Menu Rotation and Occasional Special Items

## **4. Sustainable Practices and Operational Excellence**

- Hygiene and Quality of the food
- Nutrient value of meals
- Fresh and Good Quality Raw Materials
- Storage and Periodic Check of Raw Materials
- Regular Monitoring and Feedback from Students
- Immediate Corrective Action for Complaints
- Waste Management

## 5. Staff Hygiene, Discipline, and Performance Review

- Hygiene and Regular Health Checkup for Staff
- Employee Punctuality and Time Discipline
- Regular Review of the Operations
- The presentation must include the points as described in previous slides
- The vendor may include additional points over and above those listed. There is no restriction on the number of slides; however, the time slot allotted to each vendor for presentation is 20 minutes.