



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

No. DSW/03/Mess/Contract/2018

Date: 15<sup>th</sup> January, 2018

### **NOTICE INVITING TENDER**

**Subject; NIT for providing Mess Services in Hostels of Indian Institute of Technology (Indian School of Mines), Dhanbad**

Indian Institute of Technology (Indian School of Mines) Dhanbad, a fully residential premier technical institute under MHRD, GOI, invites Tenders from reputed firms /companies /caterers for running Mess Services in hostels of IIT (ISM), Dhanbad. The intending firms should have proven track record of running and maintaining mess services in reputed educational/R&D institution/ organisations having student strength of approximately 8000. **Particulars of Tender Cost, date and time of submission and opening of tenders are as under:**

<b>Sl. No.</b>	<b>Items</b>	<b>Particulars</b>
1.	Tender Cost	Rs. 3,000/- (Rupees three thousand only)
2.	Bank Guarantee	Rs. 10,00,000/- (Rupees ten lakhs only)
3.	Date and time for submission of tenders	16.02.2018 Friday at 4:00PM
4.	Date and time of opening of tenders	16.02.2018 Friday at 4:30PM
5.	Date and time of presentation	01.03.2018 Thursday at 4:30PM

Tender document containing following document is available on the website [www.iitism.ac.in/](http://www.iitism.ac.in/) Tender page, which may be downloaded.

1. Terms & Conditions for Mess Catering Contract for Hostels as per Annexure-I
2. General terms & condition as per Annexure –II
3. Certificate of Ethical Practices Annexure-III
4. Duly signed Menu for food to be served in the hostels Annexure – IV
5. Duly signed Penalties for violation of Terms & Conditions Annexure-V
6. Duly signed Brands of Consumable Permissible in Hostel Messes Annexure- VI
7. Duly filled and signed Price Bid in Annexure-VII

### **Scope of Work**

The scope of work includes on-site cooking and serving of food to inmates of the hostels. The contract will be awarded to the caterers in following four groups of hostels. The approximate strength of mess members in each group of hostels will be as follows,

<b>Group – A</b>		
1.	Jasper Hostel	2400 inmates

Terms & conditions mentioned above are accepted

Page 1

Signature of the Caterer  
Official Seal



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

<b>Group – B</b>		
1.	Amber Hostel	1600 inmates

<b>Group – C</b>		
1.	Ruby/Rosaline Hostel	1400 inmates
2.	Sapphire Hostel	650 inmates

<b>Group – D</b>		
1.	Diamond Hostel	360 inmates
2.	Opal Hostel	400 inmates
3.	Topaz Hostel	400 inmates
4.	Emerald Hostel	400 inmates

The caterer/contractor must indicate the group of hostels, i.e., Group A, Group B, Group C, and Group D, for which the party is submitting the bid. A caterer/contractor can submit his bid for all the groups of hostels: however, the caterer will be awarded contract for one group of hostel only. Preference will be given to those caterers/contractors who are having sufficient experience in running mess services in hostels of large residential educational institutions.

**Location:** Indian Institute of Technology (Indian School of Mines), Dhanbad – 826 004.

### **Eligibility Criteria:**

The firm submitting the tender must fulfill the following eligibility criteria.

1. Should have minimum 3 years of relevant experience as indicated above.
2. The turnover of intending firm should be more than Rs.3 crores per annum during the last three years. Preference will be given to firms/caterers having national presence and ISO 9000:2000 certification.
3. The intending firm should be registered/incorporated in India.
4. Should have valid PAN/GST Registration with appropriate license to run the mess service.
5. Should have the provision pertaining to PF, ESI and other applicable Statutory Compliances.



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

### **Terms and Conditions for Running Mess Services**

The detailed Terms and conditions for running mess services in Hostels of Indian Institute of Technology (Indian School of Mines), Dhanbad are given in Annexure – I

### **Contract Period:**

The contract will initially be for a period of one year and it may be extended for a the period up to two more years after year by reviewing the performance of the firm and on mutual consent with agreed upon terms and conditions.

### **Submission of Proposal:**

The following documents and information must be submitted along with the Tender documents:

- A. Group of Hostels (i.e., A/B/C/D) in which the caterer is interested to serve.
- B. Brief description of the firm/company, including an organisation chart and number of employees deployed.
- C. The following information/documents shall also be submitted with Tender:
  - i) Name of the Firm with Complete Address, Phone and Fax No, Email ID, along with details of branches if any.
  - ii) The status of the Firm: Proprietary/Partnership/Registered Company/Cooperative Society.
  - iii) Major Clients and Details of Contracts of similar nature executed in the last 3 (three) years.
  - iv) A certificate (in the form of an affidavit) to be signed by the Director/CEO of the company/firm stating that the firm have not been debarred or blacklisted for any service/supplies by any organization/Educational Institute/University and no criminal case/legal proceeding or industrial dispute is pending or contemplated against the firm.
  - v) Certificate of satisfactory performance from at least three of its clients to whom such services are being/have been extended of comparable value. Name, address, and contact details of the clients shall also be mentioned.
  - vi) PAN /GST Number,
  - vii) Financial Status including Income Statement, Balance Sheet, Turnover for the last 3 (three) years.
  - viii) GST Registration Certificate.
  - ix) Copy of ESI and P.F. Registration Certificate.
  - x) List of Employees with Qualification and Experience to be certified by an authorised person of the Firm/Company.



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

- xi) Techniques and methodology adopted by the firm including engagement of consultants/professional experts having contract with the firm/company for various specialised services.
- xii) Duly signed Terms & Conditions for Mess Catering Contract for Hostels of Indian Institute of Technology (Indian School of Mines), Dhanbad (Annexure – I)
- xiii) Duly signed “Certificate of Ethical Practices (Annexure – II).
- xiv) References of at least three (3) reputed company/institution/firm/client (s) who are familiar with the firm and have experience of their services.

D. A brief write-up to be provided by the firm as to how they propose to provide the mess services in IIT (ISM) hostels by way of on-site cooking and number of persons to be deployed for offering mess .services in hostels

The tender should be accompanied with a **non-refundable processing fee of Rs.3000/- (Rupees three thousand only)** by Demand Draft drawn in favour of **Registrar, Indian Institute of Technology (Indian School of Mines), Dhanbad** and payable at **Dhanbad**.

IIT (ISM) Dhanbad shall prequalify the interested Companies/Firms/ Organisations. Prequalification shall be based on such criteria as Capacity of the Firm/Company; Experience; Pre Eminence and past performance in the business; Financial Strength & Stability and Reference etc.

The intending firms have to give a presentation before the committee constituted for this purpose on **01.03.2018 at 4.30 PM** in the **Conference Room of DSW, IIT (ISM), Dhanbad** at their own cost. The presentation may include a brief description of the firm, its achievements, present functioning in any organization of repute and the methodology the firm intends to adopt for offering mess services at IIT (ISM) hostels.

The Tender should be submitted in a sealed cover by superscribing the envelope with “**Tender for Mess Services in IIT (ISM) Hostels**” with relevant enclosures to the following address.

**Assistant Registrar (P&S),  
Purchase and Store Section,  
Indian Institute of Technology (ISM),  
Dhanbad – 826004 (Jharkhand)  
Phone: 91-326-2235660  
Email: ar\_ps@iitism.ac.in**



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

The Tender should reach IIT (ISM) Dhanbad **on or before 16.02.2018 at 4:00PM**. IIT (ISM) reserves the right to accept or reject any tender without assigning any reason and any liability or any obligation to inform the affected firms, the reasons for IIT (ISM's) action is not binding.

Tender will be opened on **16.02.2018 at 4.30PM at (P&S) Section, Indian Institute of Technology (Indian School of Mines), Dhanbad**. The Bidder or his authorized representative may remain present during opening of the Tender.

### **ANNEXURE - I**

#### **TERMS & CONDITIONS FOR MESS CATERING CONTRACT FOR HOSTELS OF INDIAN SCHOOL OF MINES, DHANBAD**

The Mess in IIT (ISM) Hostels on the campus consists of kitchen and dining hall. The important terms and Conditions for running mess service in the hostel are listed below and the selected caterer/contractor shall adhere to the stated terms and conditions.

- i. Mess timings
  - i. Breakfast: 7:00 AM to 9:30 AM
  - ii. Lunch : 12:00 Noon to 2:30 PM
  - iii. Snacks : 5:00PM to 6.30 PM
  - iv. Dinner : 8:00PM to 10:00 PM
- ii. The contract will be initially for a period of one year and it may be extended for a further period of two years after year by reviewing the performance of the firm at the end of first year and on mutual consent with agreed upon terms and conditions.
- iii. **IIT (ISM) will provide electricity to the lights and fans of kitchen and dining halls free of cost to the Caterer.**
- iv. **Caterers have to pay the electricity charges on actual basis for operating electrical appliances/equipment.**
- v. IIT (ISM) will provide water free of cost to the Caterer.
- vi. The Caterer shall register himself with the Regional Labour Commissioner, Dhanbad as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.
- vii.
  - i) Caterer shall adhere to the provisions of the Minimum Wages Act and other such acts which are applicable.
  - ii) Caterer shall ensure that the payment is made to the workers as per Minimum Wages Act to the satisfaction of the licensee.

---

Terms & conditions mentioned above are accepted

Page 5

Signature of the Caterer  
Official Seal



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

- iii) Caterer shall not employ any child labour and upon violation, legal action would be taken. No person below 18 years of age should be employed by the Caterer.
- viii. Caterer shall employ at least one staff (cook/service boy) for every 20 inmates of the hostel in addition to the trained supervisory personnel employed by the caterer. Further, at least two trained cooks and one supervisor shall be provided in each Dining Hall of the hostels.
- ix. Caterer shall employ one permanent Project Manager with full financial power for running mess services in IIT (ISM) hostels smoothly. The Project Manager must possess requisite qualification and experience of managing large student messes.
- x. Caterer shall arrange separate cooking facility for every Dining Hall/Kitchen of any hostel. No centralized cooking of food is allowed.
- xi. All the employees of the caterer shall be in proper uniform and the uniforms shall be provided by the Caterer.
- xii. Caterer shall register all his employees who will be working in the hostel premises along with a copy of their photographs, residential details for clearance by the IIT (ISM) Security Office.
- xiii. Caterer shall ensure that the employees are in clean and proper uniform and maintain personal hygiene and maintain discipline in the campus. Aprons, gloves, head caps and different shoes for kitchen as a part of the uniform are mandatory. Nails and hair of the workers should be trimmed and this can be randomly checked by the competent authority of IIT (ISM). If this condition is not satisfied, penalty can be imposed.
- xiv. Medical examination shall be conducted at least once in a semester to ensure that the employees are free from any communicable disease. It may be done either at the IIT (ISM) health centre or at a laboratory specified by IIT (ISM).
- xv. Caterer is responsible to obey and act in accordance with the labour laws. The institute shall not be responsible for any disputes / court cases/ reconciliation processes etc. arising out of the failure to do the same.
- xvi. During vacations (Puja Vacation, Winter Vacation, and Summer Vacation) of approximately 3½ months duration, hostel messes will remain closed. However, the caterer has to run a centralized mess on payment basis for the students who will be staying in the campus during vacations.
- xvii. Mess Committee consisting of Chief Hostel Warden, at least one member of Task Force, Wardens of the concerned hostel, and Student's Representatives will be formed in each hostel to monitor the operation of the mess.



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

- xviii. A Central Mess Committee will coordinate the activities of the mess committees of various hostels. Central Mess Committee will be constituted by Dean (Students Welfare) with Associate Dean (Students Welfare) as Chairman.
- xix. Timings, changes in menu (if necessary), and price of extra items would be determined by a Mess Committee in consultation with the caterer.
- xx. Caterer shall, at his own cost, maintain adequate stocks of food grain, grocery, and shall adhere to the standards fixed by the institute.
- xxi. Caterer will not be permitted to franchise the hostel mess for any other commercial activity outside the scope of student hostel.
- xxii. Caterer shall arrange for cooking and serving of Vegetarian and Non Vegetarian food items separately. In no case Vegetarian food item shall be cooked in the place where Non-vegetarian food items are cooked.
- xxiii. Caterer shall make provision for sufficient number of crockery and utensils for the inmates of the hostel, i.e., the caterer must arrange for at least one set of plate, glass, spoon, etc. for each inmate of the hostel.
- xxiv. Major civil and electrical works will be attended by IIT (ISM) Dhanbad. Minor maintenance jobs such as replacement of light bulbs, tube lights etc. are the responsibility of the Caterer.
- xxv. Kitchen equipment, gas (industrial cylinder) bank, service counters, cooking utensils, crockery, cutlery etc. shall be provided by the Caterer. Dining Hall furniture will be supplemented by IIT (ISM) Dhanbad: upkeep of all such items will be the sole responsibility of the Caterer.
- xxvi. Refilling of industrial cylinders and procurement of consumables will be the sole responsibility of the Caterer.
- xxvii. (i) Cleaning and Housekeeping of Kitchen and dining area with adequate staff members will be the sole responsibility of the Caterer.  
(ii) Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture with sufficient staff shall also be the responsibility of the Caterer.
- xxviii. Caterer shall arrange for the disposal of waste materials, leftover eatables, etc. in a designated place earmarked by the IIT (ISM) administration.
- xxix. IIT (ISM) administration/Task Force/Hostel Administration/Mess Committee would reserve the right to check on cleanliness and upkeep of premises and quality of provisions used, and quality of the food served in the mess.
- xxx. During the contract period food sample may be collected and sent for testing in reputed test laboratory as per standard set by GOI like FSSAI etc.



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

- xxxi. Sufficient number of counters shall be operational for serving food in each dining hall. The number will be decided as per the student strengths in each dining hall.
- xxxii. Coupons for guest meals and extra meal shall be sold (given) to the customer on payment basis for the same to the caterer. The price of the same shall be decided by the Mess Committee in consultation with the Caterer.
- xxxiii. Caterer shall keep complaint register in each counter of the messes for lodging complaint by the students.
- xxxiv. Caterer shall attend a monthly meeting of the mess committee, failing which a penalty will be imposed.
- xxxv. The institute reserves the right to appoint more than one caterer for different hostels.
- xxxvi. Hostel administration reserves the right to incorporate any additional term as it will deem fit for the smooth operation of Mess.
- xxxvii. The contract is liable to be cancelled at any time if found and/ or reported by students and/ or inspecting team about poor services rendered in the mess.**
- xxxviii. If at any stage the involvement of the Caterer in any uncalled for activity is found, inside or outside the premises of the institute, which may bring disrepute to the institute, the contract is liable to be cancelled by the Competent Authority by giving one month's notice.
- xxxix. In case the caterer wants to terminate the contract, he/she shall have to give a minimum of three months prior notice in writing.
- xl. IIT (ISM) reserves the right to terminate the contract without assigning any reason what-so-ever to the contractor after giving sufficient notice.
- xli. All disputes shall be within the jurisdiction of Dhanbad Court only.



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

### **ANNEXURE-II**

#### **GENERAL TERMS & CONDITIONS**

1. Offer should be submitted under **TWO-BID** system in two separate sealed cover i.e. “**Technical bid**” and “**Price Bid**”
2. **Technical Bid:** should contain the following documents/information:
  - a. Tender cost of the tender document is to be paid by way of A/c payee demand draft for an amount indicated in page no 01 and drawn in favour of Registrar, IIT (ISM) Dhanbad and payable at SBI, (ISM) campus branch or any other bank/Branch located in Dhanbad. Tender cost is non-refundable and non-transferable. Alternatively, intending tenders may download the complete set of tender document from IIT (ISM) website ([www.iitism.ac.in/](http://www.iitism.ac.in/)) and submit the same duly signed on all pages by the tenderers along with demand draft for tender cost.
  - b. Tenders without payment of tender cost and Bank Guarantee will not be considered,
  - c. All relevant details of offered items and commercial detailed which are necessary to ensure that offer is complete in all respects should be attached with the technical bid documents.
  - d. IIT (ISM) does not bind itself to offer any explanation to those bidders whose Technical Bids have not been found acceptable by the Evaluation Committee of the Institute.
3. Offer must be valid for a period of 180 days from the date of opening of tender.
4. **Bank Guarantee:** Caterer shall submit a refundable interest free Bank Guarantee of Rs.10,00,000/- (Rupees ten lakhs only) from a scheduled nationalized bank to IIT (ISM). The Bank Guarantee shall remain valid from July 1, 2018 to September 30, 2019.
5. **Conditional offer will not be accepted.**
6. **Institute does not make any advance payment.**



**INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL  
OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

**Annexure - III**

**CERTIFICATE OF ETHICAL PRACTICES**

1. I/We assure the IIT (ISM), Dhanbad that neither I/We nor any of my /our workers will do any act/s, which are improper/illegal during the execution of the contract awarded to us.
2. Neither I/We nor anybody on my/our behalf will indulge in any corrupt activities /practices in my/our dealing with the organization/institution.
3. I/We will have no conflict of interest in any of our work/contract at the institution.
4. We will keep the messes and its surroundings hygienic, neat & clean and there should not be any complain from the users.

Place:

Date:

(SIGNATURE)

Name of the Caterer

Official seal



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

### **Annexure - IV**

### **Menu of Food to be Served in IIT (ISM) Hostels**

<b>Day/Time</b>		<b>BREAKFAST</b>	<b>LUNCH</b>	<b>Snacks</b>	<b>DINNER</b>
<b>MONDAY</b>	Common	Bread Toast + Butter + Jam +Tea	Rice + Roti + Chana Dal + Seasonal Green Veg Curry+ Gulab Jamun (50g)	Namkeen Poha . Meetha Chutney, Tea	Roti+rice+Mix Veg+Dal Tadka+Kesar Milk (200ml)/Ice- Cream(100ml)
	Non - Veg	Boiled Egg (2)	Chicken Do Pyaza (100gm)		
	Veg	Vegetable Cutlet (2) + Milk (200ml)	Paneer Butter Masala/Palak Paneer		
<b>TUESDAY</b>	Common	Idli/Vada+Sambhar+Chatni(Ground Nut/Chana Dal) +Coffee	Rice + Roti + Arhar Dal + Seasonal Green Vegetable Curry + Potato Finger Chips + Tomato Sauce + Fruit	Veg Pakora / Bread Pakora , Green Chutney, Tea	Matar Paneer/Chilli Paneer+Roti+Veg Pulaw+Seasonal Green Veg Curry+Cold Drink/Lassi/Milk (200ml)
	Non – Veg				
	Veg				
<b>WEDNESDAY</b>	Common	Puri & Sabji/ Bread sandwich +tea	Rice+Roti+Dal Makhani+ Seasonal Green Vegetable Curry+Rasgulla(50 gm)	Fried Idli , Coconut Chutney, Coffee	Stuffed Kachori + Aloo Dum/Chana Masala + Chatni(Red+Green) + Sewai
	Non – Veg		Egg Curry (2)		
	Veg		Malai Kofta/Navratan Korma		
<b>THURSDAY</b>	Common	(Poha+Jalebi+Sau ce)/(Paw Bhaji)+Coffee	Rice+Roti+Kadhi Badhi+Seasonal Green Veg+Veg Pakoda/Pyaj Pakoda +fruit	Aloo Bonda / Mirchi Vada , Meethi Chutney, Tea	Gatte ki sabji+ Rice +Roti+Dal Fry+Seasonal Green Veg Curry+Curd
	Non – Veg				
	Veg				



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

### **Annexure - IV (Continued)**

### **Menu of Food to be Served in IIT (ISM) Hostels**

<b>FRIDAY</b>	Common	Sauces + tea	Zeera- Rice+Roti+Chana Dal Tadka+Papad(2) +Sweet(50g)	Stuffed Kulcha , Ketchup Sauce, Coffee	Butter Roti+Rice+Dal Makahani+(Palak)/( Seasonal vegetable)Aloo+ Kheer	
	Non - Veg	Bread Omelet (2 eggs)	Fish Curry(100 gm)			
	Veg	Bread Pakoda/Sandwi ch +seasonal fruit(1)	Stuffed Capsicum/Tomato( 1p)/Kashmiri Aloo Dum			
<b>SATURDAY</b>	Common	(Uttapam+Sam bhar+Chatni)/( Chole Kachauri) + Coffee	Rice+Roti+Veg Kofta(1)+Mix Veg+Papad+Curd+ Fruit	Samosa, Ketchup Sauce, Masala Tea	Plane Paratha/Roti+Seaso nal Green Veg Curry+Zeera- Rice+Rasgulla(50 gm)	
	Non – Veg					Chicken Curry(150gm)
	Veg					Kadhai Paneer(100gm)
<b>SUNDAY</b>	Common	(Samosa( 2 pieces, 100 gm each) +Jalebi)/ (Aaloo paratha) + chatni + tea	Plain Puri/Roti+Aloo Zerra/Aloo Dum+Bundi Rayta+Halwa	Veg Sandwich / Kadi Kachori , Ketchup Sauce, Coffee	Rice+Methi Paratha+Rajma/Kal a Masoor+Seasonal Green Vegetable Curry+Dahi- Bada(100gm)	
	Non – Veg		Chicken Biryani (Chicken 2pieces, 100gm)			
	Veg		Veg Biryani(with Paneer)			

**Special dinner on three days in each semester shall be served to the inmates of the hostel. The date and menu of two special dinners shall be decided in consultation with the mess committee of the hostel concerned and one special dinner will be arranged on instruction of DSW.**



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

### **Annexure - IV (Continued)**

#### **Note:**

- I. Toasted Bread + Butter + Jam and Milk (200ml.) + Cornflakes shall be served during breakfast on all days of a week if demanded by any inmate in advance in place of specified menu.
- II. Salad and Pickle shall be served in unlimited quantity during lunch and dinner every day.
- III. Tomato Sauce shall be served on demand during breakfast, lunch, and dinner every day.
- IV. Rice shall be served in all lunch and dinner every day.
- V. Green vegetable to be used in green vegetable curry shall be decided in consultation with mess committee members.
- VI. Rasam shall be served during Lunch & Dinner, if demanded by any student in advance.
- VII. All food items shall be served in unlimited quantities, unless otherwise specified.
- VIII. Patients' diet shall be provided to sick students on demand.
- IX. Mess Committee of the concerned hostel may change the menu in consultation with the Caterer of the hostel
- X. Curd and milk shall be served to the inmates of the hostel on payment basis.

**NOTE: Considering the items as well as quality identified in the Menu Chart and the number of inmates in the hostel, the BASE PRICE for offering mess service (Breakfast + Lunch + Dinner) in hostels has been fixed as Rs.93 per inmate per day including all applicable taxes.**



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

### **Annexure - V**

#### **Penalties for Violation of Rules, Terms and Conditions**

- i. Non-availability of complaint register on the counter/discouraging students from registering complaints - A monetary fine of Rs.1,000/- will be imposed on the contractor in the first instance and fines of Rs. 5,000/- will be imposed for following violations.
- ii. Failure to adhere to the timing of mess service - A monetary fine of Rs.5,000/- for each incidence.
- iii. Complaints of insects and/or foreign object found in any food item - A monetary fine of Rs.10,000/- will be imposed on the contractor for each incidence.
- iv. Complaints of unclean utensils in a day - A fine of Rs.5,000/- will be imposed on the contractor for each incidence.
- v. Improper cooking of certain meal identified by Mess Committee - A fine of Rs.5,000/- will be imposed on the contractor for each incidence
- vi. Changes in menu of any meal without permission of Mess Committee - A fine of Rs.5,000/- will be imposed on the contractor for each incidence.
- vii. Personal hygiene of workers, misbehaviour by workers etc. - A fine of Rs.5,000/- will be imposed on the contractor for each incidence.
- viii. Non-disposal of waste materials, leftover eatables, etc. in a designated place earmarked by the ISM administration - A monetary fine of Rs.1,000/- will be imposed on the contractor in the first instance and fines of Rs. 5,000/- will be imposed for following violations.
- ix. Absence of proprietor/caterer or his authorized representative in Mess Committee meetings on due invitation - A fine of Rs.5,000/- will be imposed on the contractor for each absence from the meeting.
- x. Using of brands of consumables not mentioned in the contract without prior permission of the Mess Committee - A fine of Rs.5,000/- in the first instance and Rs.25,000/- for the next instances.
- xi. In case of deficiencies in the service rendered by the caterer in a hostel, the Dean Students Welfare/Associate Dean Students Welfare, on the recommendation of the Mess Committee of the concerned hostel, may impose a penalty of deduction of one/two full days mess charges of the concerned hostel to be paid to the caterer, depending on the gravity of the situation. The deficiencies may be listed as follows:**

---

Terms & conditions mentioned above are accepted

Page 14

Signature of the Caterer  
Official Seal



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

### **Annexure - V (Continued)**

- a. **Adulteration of food items/Supplying stale/rotten food items/Using raw material for cooking which has crossed the date of expiry**
  - b. **Recurrent occurrences of insects and/or foreign objects found in any food item.**
  - c. **Recurrent occurrences of use of brands of consumables not mentioned in the contract without prior permission of the Mess Committee.**
  - d. **Any other recurring service deficiency not listed above.**
- xii. Overall Penalty Clause:
- a) Violation of any terms and conditions as specified in the contract will attract a monetary fine and/or termination of contract, which shall be decided by the Mess committee of the concerned hostel/Central Mess Committee/concerned Hostel Administration/ DSW/ Director, IIT (ISM) Dhanbad.
  - b) Accounting and raising of correct mess bill is the sole responsibility of the contractor/caterer. In case of untimely or improper submission of bills will attract a monetary fine as decided by the hostel administration.
  - c) As and when a fine is imposed, it will be informed to the caterer/proprietor or his authorised representative in writing.
- xiii. .All legal disputes shall be subject to the Jurisdiction of Dhanbad Court only.



## **INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

### **Annexure - VI**

#### **Brands of Consumables Permissible in Hostel Messes**

<b>Item</b>	<b>Brands</b>
Rice	Daawat, India Gate, Apple Premium, Taj Mahal, Shalimar, Dinnar For Biryani/Pulao long grain basmati rice to be used.
Salt	Tata, Annapurna, Nature fresh
Spices	M.D.H. Duta Cookme, Badshah, Everest
Tomato Sauce/Ketchup	Maggi, Kissan, Cremica
Refined Oil (Sunflower Oil)	Sundrop, Godrej, Saffola, Fortune, Dhara, Nutrela, Sweeker (use of Hydrogenated (vanaspati) oil is prohibited )
Pickle	Mother's , Priya, Nilon's
Atta	Ashirvad, Pillsbury, Annapurna, Aahar, Patanjali
Papad	Lijjat, Sriram, Bikaji
Butter	Amul, Britannia, Mother Dairy, Sudha, Govardhan
Bread	Modern, Kwaliti, Moreish
Cornflakes	Mohun's, Kellogg's, Real Crunch
Jam	Kissan, Maggi, Druk
Ghee	Amul, Mother Dairy, Britannia, Govardhan
Milk	Sudha, Amul, Mother Dairy, Medha (Milk should not be adulterated with Water)
Paneer	Amul, Sudha, Medha
Tea	Brook bond, Lipton, Tata Gold, Taj Mahal, Red Label
Coffee	Nescafe, Bru
Ice Cream	Vadilal, Amul, Mother Dairy, Kwaliti
In case of non-availability of any of the above mentioned brands, the caterer may use any other suitable brand with the prior approval of the concerned mess committee.	
Caterer may use any other FPO approved brands only if permitted by the Mess Committee in writing.	
For any other item, which are not listed above, the contractor shall take prior permission from Mess Committee for the approval of the brand/quality of the item.	



**INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD-826004**

(An Institute of National Importance under Ministry of H.R.D., Govt. of India)

**Annexure - VII**

**Format for Price Bid.**

**Sub: Price Bid for Mess Services in ISM Hostels**

Name of the Contractor: \_\_\_\_\_

Postal Address \_\_\_\_\_

Telephone No. \_\_\_\_\_

FAX No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

Email id \_\_\_\_\_

Bank A/C No. and Name of the Bank

Our quotation for the mess service is: Rs. \_\_\_\_\_ (in words \_\_\_\_\_)  
per student per day (inclusive of applicable taxes):

\_\_\_\_\_  
Signature of the Proprietor or Authorized Representative

Date: \_\_\_\_\_

Name of the Signatory: \_\_\_\_\_

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

Designation \_\_\_\_\_

Official Seal

**Conditions**

- i. If an inmate is absent for a minimum period of continuous four days and informs his period of absence in writing at least 48 hours in advance, no mess charge will be paid for the period of absence of the inmate.**
- ii. For an inmate, maximum 25 days absence in a semester is allowed. However, in case of exceptional circumstances, the Dean Students Welfare may permit an inmate to have a special mess off beyond 25 days in a semester.**
- iii. No advance payment will be made for offering mess services.
- iv. Payment will be made by IIT (ISM) Accounts Section.
- v. Payment will be made on a fortnightly basis and preferably on every alternate Mondays after deducting cost of any services provided by ISM.
- vi. TDS as prescribed by Govt. of India/Govt. of Jharkhand shall be made from the payments of the caterer.

No increase in the agreed upon price during the Contract Period is admissible.

---

Terms & conditions mentioned above are accepted

Page 17

Signature of the Caterer  
Official Seal