

**INDIAN INSTITUTE OF TECHNOLOGY  
(INDIAN SCHOOL OF MINES), DHANBAD**



**E-TENDER DOCUMENT**

Notice Inviting Tender (NIT)

for

**Mess Services in Hostels of Indian Institute of Technology (Indian School of Mines),  
Dhanabd**

Tender No.: DSW/INS/319/21-22

Date: 4 April 2022

**Bid Submission deadline: 26.04.2022, 1:00 P.M**

**DEPUTY REGISTRAR (PURCHASE & STORES)**

**Indian Institute of Technology (Indian School of Mines), Dhanbad**

**DHANBAD -826004 (INDIA)**

**[www.iitism.ac.in](http://www.iitism.ac.in), [purchase@iitism.ac.in](mailto:purchase@iitism.ac.in)**

**GSTIN: 20AAAAI0686D1ZA**

**Note- Tender documents and bids should be submitted through online mode only  
(<https://mhrd.euniwizarde.com>)**

**Registration:-**

Registration with M/s ITI Ltd: - Intending bidders are requested to register themselves with M/s ITI Ltd (if not registered earlier) through <https://mhrd.euniwizarde.com> for obtaining user-id, by paying a registration fee (Rs. 2000/- +18% GST per year charge), and online tender processing fee (2500/-+18% GST, NOT REFUNDABLE) etc. **Bidders are also required to obtain Digital Signature Class-III (Signing + Encryption) for participating in the e-tender.**

E-Tender Processing Fee (2500/-+18% GST, NOT REFUNDABLE), pay to "ITI LTD. Through e-payment Gateway.

For participating in the e-Tendering process of Indian Institute of Technology (Indian School of Mines), Dhanbad the contractor shall have to get them registered on the site <https://mhrd.euniwizarde.com> by making required payment through only online payment mode so that they will get user ID and Password. This will enable them to access the website, <https://mhrd.euniwizarde.com> with the help of Digital Signature by which they can participate in E-Tender of Indian Institute of Technology (Indian School of Mines), Dhanbad.

*For any Query contact to our helpdesk Number 011- 4960 6060, 23710092 Email - [HELPDESKEUNIWIZARDE@GMAIL.COM](mailto:HELPDESKEUNIWIZARDE@GMAIL.COM), Mr. Dipak Kumar Jha (08448288981) & Mr. Kumar Prakash (8448288985).*

Indian Institute of Technology (Indian School of Mines) Dhanbad, a fully residential premier technical institute under the aegis of Ministry of Education, GOI, invites Tenders from reputed firms /companies /caterers for running Mess Services in the hostels of IIT (ISM), Dhanbad. The intending firms should have proven track record of running and maintaining mess services in reputed educational/R&D institutions/ organisations having student strength of approximately 7000-8000. **Particulars of Tender Cost, date and time of submission and opening of tenders are as under:**

Sl. No.	Items	Particulars
1.	Earnest Money Deposit	Rs. 5,00,000/- (Rupees five lakh only)
2.	Performance Security / Performance Bank Guarantee	Hostels Group wise Performance Security shown on page number two (Hostel Group Details). Waiver from Performance Security will not be granted under any circumstances.
3.	Last Date and time for submission of tenders	26.04.2022 at 1:00 PM
4.	Date and time of opening of tenders	27.04.2022 at 11:00 AM

Tender document containing following document is available on the website [www.iitism.ac.in/tender](http://www.iitism.ac.in/tender) , [eprocure.gov.in](http://eprocure.gov.in), <http://mhrd.euniwizarde.com> page, which may be downloaded.

1. Terms & Conditions for Mess Catering Contract for Hostels as per Annexure-I
2. General terms & conditions and criteria for Technical evaluation 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 items permissible in Hostel Messes Annexure- VI
7. Duly filled and signed Fixed Price & financial Bid in Annexure-VII
8. Checklist as prescribed- Annexure VIII
9. Declaration by Bidders- Annexure-IX
10. Format for declaration by the Bidder for code Integrity & Conflict of Interest (Annexure-B)

**Note: Tender documents & bids should be submitted through online mode only.**  
(<http://mhrd.euniwizarde.com>)

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## **CHAPTER 1**

### **Instructions to Bidders**

IIT (ISM), Dhanbad was formerly known as Indian School of Mines (ISM) and was a Deemed University before it got converted into an Institute of National Importance under the Institutes of Technology (Amendment) Act, 2016 passed by the Parliament of India and got the assent of President of India. The Indian School of Mines, now IIT (ISM), Dhanbad, was formally opened on 9th December 1926, by Lord Irwin, the then Viceroy of India to address the need for trained manpower related to mining activities in the country with disciplines of Mining and Applied Geology. In 1967, it was granted the status of a deemed to be university under Section 3 of UGC Act, 1956 and it was renamed as Indian Institute of Technology (Indian School of Mines) in 2016. It started as an institution to impart mining education, and today, has grown into a technical institution with various academic departments. IIT(ISM) is located in the mineral-rich region of India, in the city of Dhanbad in the state of Jharkhand. It is the third oldest institute [after IIT Roorkee and IIT (BHU) Varanasi] which got converted into an IIT.

IIT (ISM), Dhanbad intends to Mess Services in Hostels of Indian Institute of Technology (Indian School of Mines), Dhanbad

Reputed authorized distributors are invited to submit their bid for “Mess Services in Hostels of Indian Institute of Technology (Indian School of Mines), Dhanbad as per this tender document in a Single-Bid System. All instructions and terms and conditions must be followed, failing which bid(s) will liable to be rejected.

### **INSTRUCTIONS**

1. Offer should be submitted under Single Bid system in online mode only through <https://mhrd.euniwizarde.com>.
2. Bidder(s) must submit GST Certificate and PAN with the bid.
3. The offer must be submitted online in **Single Bid** system through <https://mhrd.euniwizarde.com> Please send Bid Security cum performance security in the office of **Deputy Registrar (Purchase & Stores), IIT (ISM), Dhanbad- 826004 (Jharkhand, India)** only. Scan copy of the same should be submitted online.
4. Bid document(s) and all enclosures must contain the signature and seal of the authorised representative of the bidder.
5. After opening of the price bid no query pertaining to technical aspects will be entertained.
6. Any counter condition / conditional offer made by bidder is likely to be rejected.
7. Bid Security or Earnest Money Deposit (EMD) Required Amount for EMD must be submitted in the form of Demand Draft issued from any Nationalized/Scheduled commercial Bank in favour of **Registrar, IIT (ISM), Dhanbad** payable at Dhanbad with the bid. Bid received without EMD in will be rejected. No interest will be payable by IIT (ISM), Dhanbad on the Earnest Money Deposit. The earnest money of all the unsuccessful bidder(s) will be returned to the respective bidder(s) through bank / RTGS transfer without any interest within 60 (sixty) days only after

placing the work order / awarding the contract. The Earnest Money of successful bidder(s) shall be returned on receipt of Performance Security (Performance Bank Guarantee / PBG) as mentioned in this tender document.

**8. The bid security may be forfeited:**

- a. If a Bidder withdraws or amends or modifies or impairs or derogates its bid during the period of bid validity specified by the Bidder on the Bid Form; or
  - b. In case of a successful Bidder, if the Bidder fails to furnish order acceptance within 14 days of the order or fails to sign the contract and/or fails to furnish Performance Security within 21 days from the date of contract/ order.
- 9.** Service should be commenced within one month after receipt of work order, else Liquidated damages of 1% per week or part of week for the delayed period subject to maximum of 5% of the total value of the order shall be deducted from the invoice of the supplier.

**The Bidders/Tenderers will have to confirm in writing in their offer that all the Terms & Conditions mentioned above are acceptable to them.**

**Deputy Registrar, (P&S)  
Indian Institute of Technology (Indian School of Mines)  
Dhanbad-826004  
Email: [purchase@iitism.ac.in](mailto:purchase@iitism.ac.in)  
Phone: 0326-2235678**

### **Scope of Work**

The scope of work includes on-site cooking and serving of food to students of the hostels. The contract will be awarded to the caterers in ***following SIX groups of hostels***. The approximate strength of mess students in each group of hostels will be as follows which may vary depending upon the policy of the institute:

<b>Group</b>	<b>Name of Hostel</b>	<b>Max. no of students</b>	<b>Performance Bank guarantee (PBG)</b>
<b>A</b>	1. Jasper Hostel	2400 students	24.00 lakhs
<b>B</b>	1. Amber Hostel	1600 students	16.00 lakhs
<b>C</b>	1. Ruby Hostel and Rosaline Hostel	1600 students	16.50 lakhs
	2. International Hostel	50-100 students	
<b>D</b>	1. Sapphire Hostel	650 students	10.00 lakhs
	2. Diamond Hostel	360 students	
<b>E</b>	1. Opal Hostel	400 students	12.00 lakhs
	2. Topaz Hostel	400 students	
	3. Emerald Hostel	400 students	
<b>F** (Proposed)</b>	1. 1000 Room Boys Hostel	2000 students	20.00 lakhs

***\*\* Group F is a Boys hostel with a capacity of maximum.2000 students and it is expected to be operational by July 2022. The award of the contract for this hostel is subject to the start of its operation. Its operation may be started on or after July 2022. However, even after the commencement of the new proposed hostel (Group F\*\*), the overall strength of students of the institute shall remain unchanged.***

*The bidder must indicate the group of hostels, i.e., Group A, Group B, Group C, Group D, Group E and Group F\*\* for which the bidder is submitting the bid. A bidder can submit his bid for all the groups of hostels: however, the bidder may be awarded for only one or more (if required) groups of hostel. Further, grouping of hostels and number of students in the hostels may be changed as per the requirement/policy of the institute.*

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

### **Eligibility Criteria:**

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

1. Should have minimum 5 (Five) years of relevant experience as indicated above.
2. The turnover of intending firm should be more than Rs.03 crores per annum during the last three year FY 2017-2018, 2018-2019 & 2019-2020. 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 FASSAI license to run the mess service.
5. Should comply the provisions pertaining with PF, ESI and other applicable Statutory Compliances.
6. The bidder has to submit all the supporting documents to claim the eligibility.
7. *The bidder will also be required to ensure submission of all the relevant documents like deposit of ESIC/PF etc and other obligatory/statutory contribution to their employees per month and can be produced as and when asked.*

### **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 period up to two more years after yearly review of performance of the firm and on mutual consent with agreed upon same terms and conditions.

### **Submission of Proposal:**

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

- A. List of preference wise group of Hostels (i.e., A/B/C/D....) in which the caterer is interested to bid.
- B. Brief description of the firm/company, including an organization chart and number of employees deployed.
- C. The following information/documents shall also be submitted along with Tender document:
  - 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 with similar nature executed in the last 5 (Five) 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 has 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 and Turnover for the last 3 (three) years (Up to the financial year 2019-20).



- viii) GST Registration Certificate.
- ix) Copy of ESI and P.F. Registration Certificate.
- x) FASSAI License certificate.
- xi) List of Employees with Qualification and Experience duly certified by an authorized person of the Firm/Company.
- xii) Techniques and methodology adopted by the firm including engagement of consultants/professional experts having contract with the firm/company for various specialized services.
- xiii) Duly signed Terms & Conditions for Mess Catering Contract for Hostels of Indian Institute of Technology (Indian School of Mines), Dhanbad (Annexure – I)
- xiv) Duly signed “Certificate of Ethical Practices (Annexure – III).
- xv) References of at least two (02) reputed client (s) who are familiar with the firm and have experience of their services.
- xvi) It will be the sole responsibility of the contractor to abide by the provisions of the following acts as to the workers engaged by him for the performance of this contract:
  - i. The Food Safety and Standards Regulations by FSSAI
  - ii. Employment of Children Act
  - iii. Workmen Compensation Act
  - iv. Employment of Labour/Contract Labour Act
  - v. Industrial Employment Act
  - vi. Contract Labour Abolition and Regulation Act
  - vii. Minimum Wages Act
  - viii. Employee Provident Fund Act
  - ix. All other acts/legislations/rules/ regulations etc., as may be in force from time to time.

**Tender will be opened online on 27.04.2022 at 11.00 AM at the Office of Purchase & Section, Indian Institute of Technology (Indian School of Mines), Dhanbad.**

**TERMS & CONDITIONS FOR MESS CATERING CONTRACT FOR HOSTELS OF IIT(ISM), 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 caterer will provide *four meals* as mentioned above i.e. Breakfast, Lunch, Snacks (Tea with two biscuits of leading brands like Britannia) and Dinner as per the timings mentioned above. **The rate has been fixed by the institute @ Rs 110.00/- per student per day inclusive of GST.**
- iii. The meal rate is fixed. No bidder shall quote the meal rate more than or less than the fixed rate.
- iv. 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 same terms and conditions.
- v. The pendency of the contracts with their outside suppliers must not be more than the PBG + their Hostel catering bill value of 15 days raised to the Institute.
- vi. The caterer is bound to clear dues of all the Local supplier along with the third parties/vendors periodically and after the completion of the contract.
- vii. IIT (ISM) will provide electricity to the lights and fans of kitchen and dining halls at free of cost to the caterer.
- viii. Caterers have to pay the electricity charges on actual basis for operating electrical appliances/equipment. This amount is to be paid by the bidder before claiming the bills and the receipt of the paid amount must be submitted along with the fortnightly bills.
- ix. ***In those hostels where modernized kitchen are fitted, an amount of 0.5% of the Bill amount shall be charged towards rental/maintenance of these equipment. This amount is to be paid by the bidders before claiming the bills and the receipt of the paid amount must be submitted along with the fortnightly bills.***
- x. In such case, if the equipment is installed in future, then the charges will be levied/charged after the commissioning of the equipment.
- xi. After the award of the contract, if any of the service providers withdraws its service/work order terminated during the contract period, IIT(ISM) may award the work to any of the remaining service providers.
- xii. IIT (ISM) will provide water free of cost to the caterer.
- xiii. The bidder 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.

- a. Caterer shall adhere to the provisions of the Minimum Wages Act and other acts which are applicable.
- b. Caterer shall ensure that the payment is made to the workers as per Minimum Wages Act to the satisfaction of the licensee.
- c. Caterer shall not employ any child labour and upon its violation a legal action would be taken. No person below 18 years of age should be employed by the Caterer.
- xiv. Caterer shall employ at least **one staff (cook/service boy) for every 20 students** 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.
- xv. Caterer shall employ one permanent **Project Manager** with full financial power for running mess services in IIT (ISM), Dhanbad hostels smoothly. The Project Manager must possess requisite qualification and experience of managing large student messes.
- xvi. Caterer shall arrange separate cooking facility for every Dining Hall/Kitchen of any hostel. **No centralized cooking of food is allowed.**
- xvii. All employees of the caterer shall be in proper uniform and the uniforms shall be provided by the Caterer and properly vaccinated against Covid-19(both doses).
- xviii. Caterer shall register all his employees who will be working in the hostel premises along with a copy of their photograph, residential details and Aadhar details for clearance by the IIT (ISM) Security Office.
- xix. 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.
- xx. 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). Six-month (Biannual) Medical report of workers employed by the contractor for skin diseases is required to be submitted.
- xxi. 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.
- xxii. *During vacations (Puja Vacation, Holi Vacation, Winter Vacation, and Summer Vacation, etc.) of approximately 3½ months duration, hostel messes may/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 at the same rate of @ Rs 110/- .*
- xxiii. Hostel Executive Committee consisting of Chief Warden, Wardens and other elected members will monitor the operation of the mess and other related issues.
- xxiv. Timings, changes in menu (if necessary), and price of extra items would be determined by the Mess Committee in consultation with the caterer.
- xxv. Caterer shall, at his own cost, maintain adequate stocks of food grain, grocery, and shall adhere to the standards fixed by the institute.
- xxvi. Caterer will not be permitted to franchise the hostel mess for any other commercial activity outside the scope of student hostel.

- xxvii. Caterer shall arrange for cooking, storing and serving of Vegetarian and Non Vegetarian food items separately. In no case Vegetarian food item shall be cooked and stored in the place where Non-vegetarian food items are cooked/stored.
- xxviii. Caterer shall make provision for sufficient number of crockeries and utensils for the students of the hostel, i.e., the caterer must arrange for at least one set of plate, glass, spoon, etc. for each student of the hostel.
- xxix. 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.
- xxx. 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: arrangement and upkeep of all such items will be the sole responsibility of the caterer.
- xxxi. Refilling of industrial cylinders and procurement of consumables will be the sole responsibility of the caterer.
- xxxii. (a) Cleaning and housekeeping of kitchen and dining area with adequate staff members will be the sole responsibility of the caterer.  
(b) Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture with sufficient staff shall also be the responsibility of the caterer.
- xxxiii. Caterer shall arrange for the disposal of waste materials, leftover eatables, etc. in a designated place earmarked by the IIT (ISM) administration.
- xxxiv. IIT (ISM) administration/Hostel Administration/ Hostel Executive Committee would reserve the right to check on cleanliness and upkeep of premises and quality of provisions used, and quality of the food served, including methods/practice of storage in the mess.
- xxxv. 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.
- xxxvi. 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.
- xxxvii. 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.
- xxxviii. Caterer shall keep complaint register in each counter of the messes for lodging complaint by the students.
- xxxix. Caterer shall attend a monthly meeting of the mess committee, failing which a penalty will be imposed.
- xl. The institute reserves the right to appoint more than one caterer for different hostels.
- xli. Hostel administration reserves the right to incorporate any additional term as it will deem fit for the smooth operation of Mess.
- xl.ii. ***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 without giving any notice period/time.***
- xl.iii. 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.
- xliv. **Termination of Contract:** Contractors cannot terminate the contract during the prescribed contract period. A notice of 3 months will required to be served. In case of

termination/withdrawal of contract by the bidder without sufficient notice, a penalty to the tune of average mess bill for remaining number of unserved days of notice period will be charged from the concerned bidder and shall be liable to be recovered from the Bank guarantee, pending bills etc, apart from blacklisting and other legal repercussions.

- xlv. All disputes shall be within the jurisdiction of Dhanbad Court only.
- xlvi. Submission of unnecessary documents may lead to cancellation of bid.

## **ANNEXURE-II**

### **GENERAL TERMS & CONDITIONS AND CRITERIA FOR TECHNICAL EVALUATION**

Since the mess charge/price of *Rs 110/- per student per day is fixed* for the prescribed menu of this tender, the selection of the successful bidders shall be made in order of their merits scored in the technical evaluation parameters.

**1. Technical Bid:** should contain the following documents/information:

- a. EMD (Earnest Money Deposit) 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. Alternatively, intending tenders may download the complete set of tender document from IIT (ISM) website ([www.iitism.ac.in/tender](http://www.iitism.ac.in/tender)). The tendering process is done through e-tender.
- b. Tenders without payment of earnest money deposit will not be considered,
- c. All relevant the 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.

**2. Fixed Price bid:** Price for per student per day is fixed as **Rs 110.00/-** (One hundred ten rupees only inclusive of all taxes by the institute. No bid above/below **Rs 110.00/-** (including taxes) will be accepted.

### **CRITERIA FOR TECHNICAL EVALUATION**

<b>S.N O</b>	<b>Criteria*</b>	<b>Total Marks =100 marks</b>
<b>1.</b>	<b>Average Annual Turnover (Preceding three financial years i.e 2017-18, 2018-19 &amp; 2019-20 )</b>	<b>Maximum Marks =25</b>
a)	Upto 03 Crores	NIL
b)	More than Rs 03 Crores to less than 07 Crores	10 Marks
c)	More than Rs 07 Crores to less than 20 Crores	15 Marks
d)	More than Rs 20 Crores to less than 40 Crores	20 Marks
e)	Above Rs 40 Crores	25 Marks
<b>2.</b>	<b>Number of years in operation in Academic/R&amp;D/PSU/Govt. organization providing mess services</b>	<b>Maximum Marks =25</b>
a)	Upto 03 Years	NIL
b)	More than 03 Years to less than 05 years	10 Marks
c)	More than 05 Years to less than 10 years	20 Marks
d)	More than 10 years	25 Marks
<b>3.</b>	<b>Number of dinners per day catered at a time of single location during the financial years 2019-20. (Only in Academic Institute / R&amp;D / PSU / Govt. Organization)</b>	<b>Maximum Marks =15</b>
a)	Upto 500 dinners/day	NIL
b)	More than 501 to less than 1000 dinners/day	05 Marks
c)	More than 1001 to less than 2000 dinners/day	10 Marks
d)	More than 2001 dinners/day	15 Marks
<b>4.</b>	<b>Bidder should have satisfactorily <u>completed or executed</u> Institutional mess services of minimum 500 persons/day of at least of three contracts of similar nature in government aided higher educational institutions like IISc. IITs, IIITs, IIMs, IISERs, AIIMS, NITs etc. during the last three consecutive financial years (i.e. FY 2017-18, 2018-19, 2019-20).</b>	<b>Maximum Marks =15</b>
<b>5.</b>	<b>Mess services <u>currently /running</u> by bidder as on date of filling this tender document in Higher educational institutions like IISc. IITs, IIITs, IIMs, IISERs, AIIMS, NITs etc of more than 500 numbers of dinners per day in single location.</b>	<b>Maximum Marks =20</b>
a.	01number of running contract as on date	NIL
b.	02 number of running contract as on date	10 marks
c.	03 number of running contract as on date	15 marks
d.	04 or more than 04 number of running contract as on date	20 Marks

**Note for Technical Evaluation:-**

1. Turnover and experience shall be counted for only in the area of the Mess catering.
2. Supporting documents for the above points (1-5) need to be enclosed with the tender documents.
3. Offer must be valid for a period of 180 days from the date of opening of the tender.
4. Bank Guarantee: Successful Bidders shall submit a refundable interest free Bank Guarantee of from a scheduled nationalized bank to IIT (ISM). The Bank Guarantee shall remain valid from date of award of the work to three months beyond the contract period.  
**Waiver from EMD will not be granted in any circumstances.**
5. Conditional offer will not be accepted.
6. Institute does not make any advance payment.
7. The group of hostels shall be awarded to the successful bidders in order of merit cum preference basis as per the marks awarded in the technical evaluation & preference filled by the bidders in the Preference format.
8. In case, the numbers of successful bidders is less than the required groups of hostel, the Institute will be at the liberty to assign one or more group of hostels among the selected successful bidders on the basis of merit of the marks awarded in technical evaluation. The successful bidder must accept the award of mess services of extra hostel at any stage of the contract period.
9. **Tie-Breaker:** In case if there is a tie in the marks obtained by the bidders, the merit shall be determined in the following orders. If it is decided by point “a”, the evaluation will be completed and so on.
  - a. *Average Annual Turnover (Preceding three financial years i.e 2017-18, 2018-19 & 2019-2020).*
  - b. *Number of years in operation in Academic/R&D/PSU/Govt. organization providing mess services.*
  - c. *Bidder should have satisfactorily completed or executed Institutional mess services of minimum 500 persons/day of at least of three contracts of similar nature in government aided higher educational institutions like IITs, IIITs, IIMs, IISERs, AIIMS, NITs during the last three consecutive financial years (i.e. FY 2017-18, 2018-19, 2019-20).*
  - d. *Mess services currently /running by bidder as on date of filling this tender document in Higher educational institutions like IITs, IIITs, IIMs, IISERs, AIIMS, NITs etc of more than 500 numbers of dinners per day in single location.*
  - e. *Number of dinners per day catered at a time of single location during the financial years 2019-20. (Only in Academic Institute / R&D / PSU / Govt. Organization)*

**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.
5. I/we undertake that before raising the last bill of the contract under subject, all the third party dues (Dues and pendency) with bidder and suppliers will be paid/cleared in full.
6. Up-to-date payment of Electricity bill of previous month and enclosing therewith the proof of payment while raising the bill of first fortnight (15 days period) in the next month.

Place:

Date:

(SIGNATURE)

Name of the Bidder

Official seal



### Annexure – IV

#### Menu of food to be served in IIT (ISM) Hostels

Day/Time		BREAKFAST	LUNCH	SNACKS	DINNER
<b>MONDAY</b>	Common	Bread Toast + Butter + Jam +Tea	Rice + Roti + Chana Dal + Seasonal Green Veg Curry+ Gulab Jamun (50g)	<i>Tea/Coffee with two biscuits of leading brands like Britannia</i>	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	<i>Tea/Coffee with two biscuits of leading brands like Britannia</i>	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/Cholle/ Bread sandwich +tea	Rice+Roti+Dal Makhani+ Seasonal Green Vegetable Curry+Rasgulla(50gm)	<i>Tea/Coffee with two biscuits of leading brands like Britannia</i>	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+Sauce)/(Paw Bhaji)+Milk(200ml)+Coffee	Rice+Roti+Kadhi Badhi+Seasonal Green Veg+Veg Pakoda/Pyaj Pakoda +fruit	<i>Tea/Coffee with two biscuits of leading brands like Britannia</i>	Gatte ki sabji/Soyabean sabzi+ Rice +Roti+Dal Fry+Seasonal Green Veg Curry+Curd
	Non – Veg				
	Veg				

**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/Masoor Dal Tadka+Papad(2) +Sweet(50g)	<i>Tea/Coffee with two biscuits of leading brands like Britannia</i>	Butter Roti+Rice+Dal Makahani+(Palak) /(Seasonal vegetable)Aloo+ Kheer
	Non - Veg	Bread Omelet (2 eggs)	Fish Curry(100 gm)		
	Veg	Bread Pakoda/Sand wich +seasonal fruit(1)	Stuffed Capsicum/Tomat o(1p)/Kashmiri Aloo Dum/Veg.Manch urian curry		
<b>SATURDAY</b>	Common	(Uttapam+Sa mbhar+Chatni )/(Chole Kachauri) + Coffee	Rice+Roti+Veg Kofta(1)+Mix Veg+Papad+Curd +Fruit	<i>Tea/Coffee with two biscuits of leading brands like Britannia</i>	Plane Paratha/Roti+Seas onal 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	<i>Tea/Coffee with two biscuits of leading brands like Britannia</i>	Rice+Methi Paratha+Rajma/K ala 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 students 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.

#### **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 student 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 (Raw & Boiled) 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. Milk, boiled egg, packed Amul curd, omelet shall be provided to the students on demand against cash payment.

## Annexure – V

### Penalties for Violation of Rules, Terms & 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, misbehavior 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 IIT(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 (Hostel Management), on the recommendation of the Hostel Executive 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:**

**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 Hostel Executive committee of the concerned hostel/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.

## **Annexure – VI**

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

<b>Item</b>	<b>Brands</b>
Rice	Daawat, India Gate, Taj Mahal, Shalimar, For Boiled rice- Miniket,Baskati Dunnar For Biryani/Pulao long grain basmati rice to be used.
Salt	Tata, Annapurna, Nature fresh, Patanjali
Spices	M.D.H. , Badshah, Everest, Catch,Patanjali
Tomato Sauce/Ketchup	Maggi, Kissan, Veeba
Refined Oil (Sunflower Oil)	Sundrop, Godrej, Saffola, Fortune, Dhara, Nutrela, Patanjali (use of Hydrogenated (vanaspati) oil is prohibited )
Pickle	Mother's , Priya, Nilon's, Kissan
Atta	Ashirvad, Pillsbury, Annapurna, Aahar, Patanjali
Papad	Lijjat, Sriram, Bikaji
Butter	Amul, Britannia, Mother Dairy, Sudha
Bread	Modern, Kwalitiy, Morreish
Cornflakes	Kellog's, Real Crunch
Jam	Kissan, Maggi, Druk
Ghee	Amul, Mother Dairy, Britannia, Patanjali
Milk	Sudha, Amul, Mother Dairy (Milk must not be adulterated with Water)
Paneer	Amul, Sudha,
Tea	Brook bond, Lipton, Tata Gold, Taj Mahal, Red Label
Coffee	Nescafe, Bru
Ice Cream	Vadilal, Amul, Mother Dairy, Kwalitiy
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 Hostel Executive 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.	

**Annexure – VII**

**Format for Fixed Price Bid.**

**Sub: Fixed 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.110/-**(*One hundred ten rupees only*) per student per day (inclusive of applicable taxes):

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

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

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

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

Designation \_\_\_\_\_

Official Seal

**Conditions:**

- i) If an student 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 student.
- ii) For a student, maximum 25 days of absence in a semester is allowed. However, in case of exceptional circumstances, like illness, training, research work, internship etc. authorised by the institute, the Dean Students Welfare may permit a student 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/submission of rental/electricity/maintenance payment receipt 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.**

## ANNEXURE- VIII

### **CHECK LIST FOR TECHNICAL BID**

**(MUST BE FILLED APPROPRIATELY, FAILING WHICH THE BID MAY LIABLE TO BE CANCELLED)**

#### **SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER**

**(To be furnished in order of Serial No.)**

- Note:-
1. Every bidders need to submit their documents numbered sequentially and mentioned the same in the checklist.
  2. Bidder will write the Page Number of their supporting documents submitted by them, in every column/box provided below.
  3. Submission of all the required filed is compulsory even if it is nil, please mention NIL

#### Hostel Preference Table

Group of Hostels	Group A	Group B	Group C	Group D	Group E	Group F
Prefer to write 1 to 6 as per bidders choice (Mandatory)						

S.No	Description of requirement	Yes/ No or mentioned value where ever required	Page No
1.	Name of the Bidder		
2.	Full address		
	a) Name of the nodal contact person		
	b) Mobile Number (at least two)		
	c) Email id		
3.	Copy of the Registration Certificate of the firm.		
4.	Copy of valid labour license for supply of manpower under Contract Labour (Regulation & Abolition) Act-1970 from the Labour Commissioner.		
5.	Copy of ESIC Registration		
6.	Copy of EPF Registration		
7.	Copy of GST Registration		
8.	Copy of PAN Card		



9.	FASSAI licence certificate															
10.	Certificate duly signed by Director/CEO of the company/firm stating that the firm has not been debarred or blacklisted from any service/supplies by any organisation/educational institute/university and No criminal case/Legal proceeding or industrial dispute is pending or contemplated against the firm.															
11.	List of employees with qualification and experience duly signed by an authorised person of the firm/company															
12.	Year wise turnover of the firm for the year 2017-18, 2018-19, 2019-20. Apart from audited Balance sheet and annexures thereof, please submit a certificate duly certified by Chartered Accountant. <table border="1" data-bbox="300 629 1177 808"> <thead> <tr> <th>Year</th> <th>Turnover in Rs. (Mention Page nos also)</th> </tr> </thead> <tbody> <tr> <td>2017-18</td> <td></td> </tr> <tr> <td>2018-19</td> <td></td> </tr> <tr> <td>2019-20</td> <td></td> </tr> </tbody> </table>		Year	Turnover in Rs. (Mention Page nos also)	2017-18		2018-19		2019-20		xxxxxxx					
Year	Turnover in Rs. (Mention Page nos also)															
2017-18																
2018-19																
2019-20																
13.	Number of years in operation in Academic/R&D/PSU/Govt. organization providing mess services (Please provide the supporting documents)		Number of years:													
14.	Number of dinners per day catered at a time of single location during the financial years 2019-20. (Only in Academic Institute / R&D / PSU / Govt. Organization)		Mention number of dinners/day :													
15.	Bidder should have satisfactorily <u>completed or executed</u> Institutional mess services of minimum 500 persons/day of <i>at least of three contracts</i> of similar nature in government aided higher educational institutions like IISc., IITs, IIITs, IIMs, IISERs, AIIMS, NITs etc. during the last three consecutive financial years (i.e. FY 2017-18, 2018-19, 2019-20).		Number of completed contracts in FY 2017-18 2018-19 2019-20:-													
16.	Mess services <u>currently /running</u> by bidder as on date of filling this tender document in Higher educational institutions like IISc. IITs, IIITs, IIMs, IISERs, AIIMS, NITs etc of more than 500 numbers of dinners per day in single location.		Number of running contracts as on date:													
17.	Certificate of satisfactory performance from two Govt. departments/ PSU/ Autonomous Institution of Govt. for the financial year 2017-18, 2018-19, 2019-20 on the letter head of the Organisation issuing the certificate. <table border="1" data-bbox="323 1630 1220 1783"> <thead> <tr> <th>Year</th> <th>Issuing Institution (I)</th> <th>Issuing Institution (II)</th> </tr> </thead> <tbody> <tr> <td>2017-18</td> <td></td> <td></td> </tr> <tr> <td>2018-19</td> <td></td> <td></td> </tr> <tr> <td>2019-20</td> <td></td> <td></td> </tr> </tbody> </table>		Year	Issuing Institution (I)	Issuing Institution (II)	2017-18			2018-19			2019-20				
Year	Issuing Institution (I)	Issuing Institution (II)														
2017-18																
2018-19																
2019-20																

**ANNEXURE- IX**  
**DECLARATION**

I, ----- Son/daughter of Shri -----  
--

Proprietor/Partner/Director/Authorized signatory of M/S -----  
am competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.

I/we/am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

-----  
Signature of the Authorized Person

Date:-----

Full Name: -----

Place:-----

Company Seal: -----

**Note:** The above declaration, duly signed and sealed by the authorized signatory of the firm/company, should be enclosed with the Technical Bid document.

**Annexure-B**

**Format for declaration by the Bidder for code of Integrity & conflict of Interest  
(On the Letter Head of the Bidder)**

**Ref. No:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**To,** \_\_\_\_\_

\_\_\_\_\_ (Name & address of the Purchaser)

Sir,

With reference to your Tender no. \_\_\_\_\_ Dated \_\_\_\_\_ I/We hereby declare that we shall abide by the Code of Integrity for Public Procurement as mentioned and have no conflict of interest.

The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

- a)
- b)
- c)

We undertake that we shall be liable for any punitive action in case of transgression/contravention of this code.

Thanking you,

Yours sincerely,

Signature

(Name of the Authorized Signatory)

Company Seal