Tender Document

Hostels 10
Indian Institute of Technology Bombay
We are in the process of selection of catering contractors for the mess in the Hostels 1, 4 and Tansa on the campus. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

- Catering contract Hostel mess terms and conditions along with responsibilities of caterer.
- Rules pertaining to the daily functioning of the mess.
- Penalties for violation of mess rules.
- General structure of the menu
- Proforma for Technical and Commercial Bids
- Annexures

Interested caterers are welcome to participate in a pre-bid meeting and inspection of the Hostel mess premises on **15th June, 2016 at 6:30PM**. Please be present at Hostel - 10 Mess for this purpose. If you prefer a different time or date, then please send an email to osamaadilkhan25@gmail.com

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

1. Students will tell the caterer about the ground realities of the operation of the mess.
2. One of the wardens will tell them about salient points of the terms and conditions and also the procedure of selection.
3. Wardens and students will respond to queries of the prospective caterers, if any.
4. The caterers will then inspect the facilities of the mess and kitchen of the respective hostels.

Prospective bidders are encouraged to attend this meeting, but it is not mandatory.

The deadline for submission of technical and commercial bids, containing documents stated in later part of this tender document, along with an EMD of **Rs. 15 lakh** is **23rd June, 2016 1:00PM**. Demand draft of this amount should be made in favor of Registrar, IIT Bombay payable at Mumbai. The EMD amount will be refunded to unsuccessful bidders at the time of the award of the contract.

Address for submission of the bids is

Dean (Student Affairs) 1st
Floor, Main Building, IIT
Bombay, Powai,
Mumbai-400 076

Please note that the average mess bill in hostels with privatized mess ranges from Rs. 99 to Rs. 129 per head per day.

No bid below Rs.108 will be accepted. In case of a tie the priority order given as per student feedback and visit will be followed.

Technical and commercial bids must be submitted in SEPARATE sealed envelopes. Interested caterers should submit a single technical bid, mentioning the hostels in which they are interested. Separate commercial bids should be submitted for each hostel.

The technical bids will be opened on **23rd June, 2016 5:00PM**. in the office of Dean (Student Affairs). Names of the parties shortlisted on the basis of technical bids and site visits will be published on the same website by the evening of **28th June, 2016 in the order of priority as per student feedback and visits**. Shortlisted parties will be invited to attend the opening of the commercial bids at **4th July, 2016, 4:00PM**, at the same venue.
TERMS AND CONDITIONS ALONG WITH RESPONSIBILITIES OF CATERER

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

1. Legal Terms are as follows:
   a. The Contract Agreement would be for a period of twelve months and subsequently, may be renewed for additional period of one year or part thereof, subject to satisfactory performance.
   b. After 45 days of operation the caterers will be evaluated on the basis of the guidelines and rules detailed in this document and in the leave and license agreement to be drawn. If the caterer fails to meet the expectation and promises made, then the leave and license agreement can be cancelled at that time.
   c. Within 15 days of execution of the agreement, the caterer will be required to provide a Bank Guarantee of Rs. 30 lakhs for which agreement is entered into. This Bank Guarantee should be from a scheduled nationalized bank, and will be held against in default in performance and violations of terms and conditions. This Bank Guarantee shall be effective for a period of 13 months.
   d. The catering contractor has to pay license fee of Rs. 1000/- per month for the first year and at such rate as may be fixed by the Institute for the subsequent years.
   e. The catering contractor will pay Rs. 500/- towards water charges every month. Wastage of water must be avoided.
   f. Electricity shall be provided free of cost.
   g. Contractor must submit all necessary statutory documents, as stated in later part of this document.
   h. In the event of award of the contract, the contractor should register themselves with the Regional Labour Commissioner (Central), Mumbai as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.

2. Labourer Rules and regulation:
   a. The caterer should adhere to all the labour laws of the land, which include the provisions of the Provident Fund Act, the Minimum Wages Act, stipulated work hours, bonus payments issue of salary slip, experience letters, ID cards, Gate Pass and other such acts which are applicable. Penalty may be enforced on the caterer for not following the guidelines and complaint be registered with higher authorities.
   b. The caterer should ensure that the payment is made to the laborers as per Minimum wages act to the satisfaction of IITB. The payment is to be made into the bank accounts of the employee's latest by 7th of every month and the statement of the accounts is to be deposited with the hall managers every month / every week. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the hostel on a monthly basis.
   c. The Caterer shall not employ child laborer. Upon violation of this requirement, legal action would be taken.
3. **Mess Related Terms:**
   
a. Engagement of required staff, providing uniforms etc. shall be done by the caterer with approval of the mess council of the concerned hostel. The workers should always use hand gloves and caps while working (hair found in food is not acceptable). Caterer should provide a minimum of two pairs of uniform to the workers and ensure that workers report for duty in clean uniforms. Adequate and high quality safety gadgets to be provided to the workers.

b. **It is mandatory to have at least 1 helper per 25 residents and 4 cooks for first 200 residents and 1 cook per 100 residents beyond that. This workforce should be divided into two teams, so as to operate in two shifts of duration of eight hours each. 2 supervisors must be present in each shift. One of the supervisors should be entrusted the duty of quality control and hygiene.**

c. The approximate strength of mess members for different Hostels during regular semester (January to April and mid-July to November) and also during summer and winter vacations is as mentioned in Annexure A.

d. The timings, menu and price of extra items may be found in Annexure A. The right to make any changes after awarding the contract lie solely with the Hostel Council of the respective hostels. The extra items must be available during regular mess timings.

e. The caterer shall, at their cost, maintain adequate stock of food grain, grocery, and strictly adhere to the standards of the institute. The caterer shall be responsible for proper hygienic storage of all raw materials.

f. No food cooked in the mess may be taken out of the premises without prior permission of the Mess Council of concerned hostel.

g. Vegetarian and Non Vegetarian food will be cooked and served separately.

h. The owner of the firm shall attend a monthly meeting of the mess committee, failing which a penalty will be imposed. This meeting shall be attended by the owner himself or a senior representative, who is authorized to take policy & monetary decisions.

i. Compulsory facility of first aid box with adequate capacity, to be provided to the mess workers.

4. **Infrastructural and equipments related terms:**
   
a. Major civil and electrical works will be attended to by IIT Bombay. Minor maintenance jobs such as replacement of light bulbs, tube lights etc. are the responsibility of the catering contractor.

b. Kitchen equipment, cooking gas bank and dining hall furniture, service Counters, cooking utensils, crockery, cutlery etc. will be provided by IIT Bombay / Hostel. Upkeep of all items provided by the IIT Bombay / Hostel will be the sole responsibility of the caterer.

c. Refilling of cooking gas cylinders provided and procurement of good quality provisions and other consumables is the responsibility of the caterer.

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

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

f. Any damage to the cooling equipment, gas pipeline etc by the caterer team will be charged 5 times the repair or replacements of the part damaged.

g. Caterer is supposed to take care of all the utensils and equipment handed over to
him by the hostel. Mess manager/ Caterer is responsible if anything is stolen or taken by any student with permission.

h. No accommodation, except a changing/resting room, will be provided to the workers of the caterer.

5. **Contract terms and conditions:**
   
a. As per policy decision, no caterer will be awarded the contract of more than four mess in the institute.
   
b. Only those caterers who have establishment in Mumbai and adjoining areas shall be considered.
   
c. The caterer should preferably have experience of catering in an registered establishment of a minimum of 700 meals per day.
   
d. If Hostel wants to terminate the contract before the signed duration, Caterer will be given 1 month notice by the Hostel Council. In case Caterer wants to quit before the contract termination, Caterer must give 3 months’ notice to the Hostel Council, or must stay till the time the next caterer take over the mess.
   
e. The Hostels if clubbed together during tendering may have different mess menus within the general structure

6. **Issues related to Hygiene in the Mess and the Kitchen:**
   
a. Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the caterer.
   
b. Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture, mess water cooler is also responsibility of the caterer. The highest possible standards are expected in this regard.
   
c. All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample Liquid soap for hand wash at basin, clean towels to clean hand, hand gloves for mess workers who handle items like salad, pani puri etc., head caps for mess workers and other measures as advised by the council. Maintaining soap for hand wash at the students’ wash basin is also responsibility of the caterer.
   
d. Highest levels of hygiene must be maintained in the mess workers’ toilet, with provisions for soap, towels etc;
   
e. Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
   
f. IIT Bombay / Hostel would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food.

7. **No price hike will be provided to Caterer for any reason during the entire duration of the Tender Contract, except Government imposed additional taxes applicable.**

8. **Services to be provided in the mess:**
   
a. The contractor must implement and follow the Dabbawala System that is decided by the institute: Please read the terms and conditions of the system in ANNEXURE C
   
b. The contractor always need to keep a counter for extras. The menu and suggestive prices for the extras in different meals is available in ANNEXURE D. The final decision on the rates, however, may be decided in consultation with the Hostel Mess Council.
   
c. The contractor must follow the Non-Veg meal system. Please read the terms and conditions for it in ANNEXURE E.
RULES PERTAINING TO THE DAILY FUNCTIONING OF THE MESS

Timings for the mess
Actual timing will depend upon the decision of the respective hostel’s council and caterer would be obliged to adhere to the council’s instruction regarding it. Following is a tentative timing.

<table>
<thead>
<tr>
<th></th>
<th>Weekdays</th>
<th>Weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>7:30 AM to 9.45 AM</td>
<td>7:45 AM to 10:00 AM</td>
</tr>
<tr>
<td>Lunch</td>
<td>12:00 noon to 2:15 PM</td>
<td>12:00 noon to 2:15 PM</td>
</tr>
<tr>
<td>Tiffin</td>
<td>4:30 PM to 6:15 PM</td>
<td>4:30 PM to 6:30 PM</td>
</tr>
<tr>
<td>Dinner</td>
<td>7:30 PM to 9:45 PM</td>
<td>7:30 PM to 9:45 PM</td>
</tr>
</tbody>
</table>

Rules pertaining to food:

1. Adequate Salad will be provided during lunch and dinner. It will comprise of lemon, green chillies (both raw and fried). Either tomato or onion must be there in the salad. It will also contain any two of the following in every meal: cucumbers, beetroots, carrots and radish except when Groundnut, Corn, Sprouts, Minced or Cabbage Salad is being served. The choice of salads is completely with the Mess council irrespective of their rates in the market.

2. Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.

3. The composition of a vegetable item should be exactly as specified by the council. E.g. if the council requires that onion or potato should not be mixed to an item, then it should be strictly followed.

4. Seasonal drinks must be served in the mess as per requirement given by the mess committee.

5. Raita to be served when dishes like Biryani is served. Plain rice has to be served in addition when there is biryani or pulav.

6. Ketchup, Butter, Jam (of mention brands), Curd and Chutney has to be provided along with all dishes which need them and as decided in the menu.

7. (a) Caterer should provide special Dinner or Lunch on occasions like festivals for **eight to ten days in a year**, as decided by the mess council, at **no extra cost**. Tea parties(once a semester) and regional food festivals should be organized occasionally at no extra cost, as decided by the mess council. Sample Special dinner menu could include: 2 starters (veg+non-veg), 2-sabji, sweets(2pcs or 1 pc of two different sweet or equivalent/ice-cream etc.), dal, rice, drinks, papad, salad etc. Non-veg can be served as well, as extras. One sweet dish shall to be served on the festival days (The list of festival
days to be decided by the mess council).

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

(b) In case a special event is organized in the hostel for which food is arranged from another caterer/restaurant, the students will get a discount corresponding to food charges for that meal. This is expected to happen no more than twice a semester. Cost decided in consent with mess council.

8. Special food on days of fasting should be served, as decided by the mess council, at no extra cost. The cost of only one meal (Dinner) will be levied on the students taking this facility.

9. Food should be served and maintained warm at all times.

10. Paper napkin should be provided when fried food is served. Butter paper should be used to keep the fried items.

11. No use of Dalda / Vanaspati Ghee is allowed unless council explicitly gives written consent for the same, with approval from the Warden.

12. Different quality of rice should be used for Biryani and normal rice. Kolam rice should be there during normal meal and for special dinner / lunch, biryani branded basmati rice should be used.

13. Water should be served on the tables and filled salt dispensers must be available on the table at all times.

14. Cleanliness of the dining area to be maintained by the caterer at all times.

15. Curd to be served with Parathas at all times.

16. Curry Maggi / Poha / Maggi and Tea /Coffee should be served in disposable plates during End-Semester and Mid- Semester Examination (40-45 Days in a Year), Or any other snack menu as prepared by the council. Predecided prices shall be paid by students who avail this facility.

17. Food should be kept after regular time if council requests to do so.

18. The performance of manager as per his skills to manage staff and students would be judged by the mess council. The manager would be allowed to continue only if the mess council is satisfied with his/her performance. The contractor would otherwise have to arrange for another manager.

19. The dishes/items with their frequency is given below:

<table>
<thead>
<tr>
<th>Dish/ Item</th>
<th>Minimum Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paneer</td>
<td>Twice a week</td>
</tr>
<tr>
<td>Adequate Rasna, Khus Sharbat, Lemon water, Roohafza, Jalzeera, Aam Panna Or soups</td>
<td>5 days in a week, other than the days of Chaas, Lassi</td>
</tr>
<tr>
<td>Adequate Chaas, Lassi</td>
<td>Twice a week</td>
</tr>
<tr>
<td>Banana is to be served in breakfast OR other fruit</td>
<td>7 days in a week</td>
</tr>
<tr>
<td>fruits must be served in tiffin / dinner</td>
<td>7 days a week</td>
</tr>
<tr>
<td>Cornflakes/Oats/Chocos/Muesli</td>
<td>7 days a week</td>
</tr>
<tr>
<td>Plain curd will be served, plain curd should be made from non-toned full cream milk.</td>
<td>four times a week</td>
</tr>
<tr>
<td>Fruit custard</td>
<td>Once a week</td>
</tr>
<tr>
<td>Sweets (including ice-cream)</td>
<td>7 days a week</td>
</tr>
<tr>
<td>One glass of milk (200ml)</td>
<td>7 days a week in Breakfast/Tiffin/Dinner</td>
</tr>
<tr>
<td>60gm of Shrikhand / yoghurt</td>
<td>Once a week</td>
</tr>
<tr>
<td>Slice of cheese</td>
<td>Once a week</td>
</tr>
</tbody>
</table>

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

**Other Rules**-

1. Jain Food and Boiled Food must be served as per requirement, which is to be decided by the mess council on separate counters.

2. Menu as decided by the mess council should be strictly followed. Failing in which penalty would be imposed as mentioned on “Penalties and Violation” page.

3. The use of monosodium glutamate (*ajinomoto*) is strictly prohibited.

4. A sufficient number of counters, as decided by the Mess Council, should be operational. No mess worker should stay/sleep in the mess during night time after 10:30/11:00 PM except when midnight snacks (midnight maggi) is requested by the council.

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

6. Caterer should maintain a complaint and suggestion register and every complaint should be responded by taking corrective measures in consultation with hostel council.
7. Catering services for institute and any other events held within the premises of the hostel may be undertaken only after obtaining a written permission from the mess council at least three days prior to the event.

8. Coupons for guest meals and extra items will be sold to the customer either on the basis of the requisition of a resident of the hostel or against cash payment for the same to the caterers. The price of the same shall be decided by the mess council in consultation with the caterer.

9. For every guest meal through coupon the hostel will get 60% of 1/3\textsuperscript{rd} of the amount charged to guest for that meal. i.e Hostel will get 20% share for every guest meal.

10. Students approved for the rebate should get 100% rebate 30 days in an academic year. Rebate application will be submitted to hostel office online/offline and mess office will be informed online/offline at least before 2PM of the previous day as per rule. The caterer must submit an email id to receive the rebate application.

11. Pest control in the Kitchen area, Dining area and the Storage area should be carried out through licensed agencies at least once a month by the caterer. In case if the hostel council contacted and paid the pest control agency, full amount of the Pest control contract should be reimbursed to hostel.

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

13. In case special Dinner / lunch is not provided as per clause number 12, full refund for the missed meals has to be given to all students.

14. Distribution and order of pizza, burger, Mod from dominos, McD and fish to be done by the contractor as per the list given and instructed by council. It is the sole duty of contractor to provide workers who will distribute these items.

15. Caterer should use fresheners regularly in mess dining, kitchen and washing area to avoid foul smell.

16. Disposable Glasses and plates, spoons or any other disposable items, as instructed by mess council, should be provided to students at no extra cost at the time of breakfast and tiffin.

17. No stale (not fresh, items used in a meal) items should be found in mess after 36 hours of it preparation. Fine will be imposed as decided by mess council & Warden.

18. Food wastage should be weighed daily for all meals and should be displayed in the mess. The surplus mess food from each meal could be distributed to the workers of the hostel as decided by the hostel council.

19. All the coupons purchased shall be punched properly and shouldn’t be reused in any circumstances, failing to do so council has rights to take strict actions against the caterer.

20. A bifurcation of prices of each meal should be done and shared with the hostel council.
GENERAL STRUCTURE OF THE MENU

The following is the general structure of the menu. The detailed sample menu for respective hostels is provided in Annexures.

Breakfast

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

Lunch

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

Tiffin

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

Dinner

- Adequate plain Rice on all 7 days along with any other special rice items as mentioned in the menu (eg. Dum biryani, tomato rice, jeera rice etc.)
- Adequate Chapati (with and without Ghee)
- Adequate Dal, Sambar and Rasam
- One Adequate vegetable curry and one adequate dry vegetable
- Adequate Salad
- Pickle
- Fried Papad (adequate) - 5 days a week, roasted papad- 2 days a week
- Sweet Dish (2 pieces of premium sweet or equivalent quantity as decided by the mess council), (either in lunch or in dinner)
- Curd/ Raita as mentioned in the menu.
- One fruit.
PENALTIES FOR VIOLATION OR RULES, TERMS AND CONDITIONS

The caterer will be fined in case of violation of the following rules

<table>
<thead>
<tr>
<th>Rule Violation</th>
<th>Minimum Fine per complain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-availability of complaint register on the counter / discouraging students from registering complaints</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>Insects cooked along with food</td>
<td>Rs. 25,000/-</td>
</tr>
<tr>
<td>Soft objects like hair, rope, plastic, cloth etc. in food</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>Any complaint of stones / pebbles of diameter more than 2 mm</td>
<td>Rs. 8,000/-</td>
</tr>
<tr>
<td>Hard and / or sharp objects like glass pieces, nails, hard plastic etc.</td>
<td>Rs. 10,000/-</td>
</tr>
<tr>
<td>Three or more complaints of unclean utensils in a day week</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>If mess council in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>Food poisoning</td>
<td>Atleast Rs. 2 lakhs or more</td>
</tr>
<tr>
<td>Timings mentioned in the tender or decided with the respective council should be followed strictly</td>
<td>Rs 8,000/-</td>
</tr>
<tr>
<td>If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin</td>
<td>Rs. 5,000/-</td>
</tr>
<tr>
<td>Changes in menu of any meal without permission of mess committee</td>
<td>Rs. 8,000/-</td>
</tr>
<tr>
<td>If the quality of milk is not found up to be appropriate, or it is diluted. It should have 3-4% fat content or as recommended by council.</td>
<td>Rs 10,000/-</td>
</tr>
<tr>
<td>Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.</td>
<td>Rs. 15,000/-</td>
</tr>
<tr>
<td>Failure to maintain a proper health checkup</td>
<td>Rs. 10,000/-</td>
</tr>
</tbody>
</table>
of the workers

<table>
<thead>
<tr>
<th>Using brands not mentioned in the contract without prior permission and adulteration</th>
<th>At least Rs 50,000/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any tampering with gas cylinders / gas pipelines</td>
<td>At least 10,000/-</td>
</tr>
<tr>
<td>Use of newspapers to keep fried items or any cooked food will be fined severely</td>
<td>At least 1,000/-</td>
</tr>
</tbody>
</table>

Please Note-
1. Food Poisoning shall invoke a hefty fine of at least Rs. 2 lakhs or more, along with cancellation of contract and possible blacklisting of the caterer. The security money deposited by the institute will not be refunded to caterer in case contract is cancelled for the above reason.

2. For any rule stated in the agreement first violation of the rule implies fine as per the rule. Second and subsequent violations of the same rule on a different day within 30 days of previous will attract 5 times the initial amount of fine on the caterer.

3. Absence of proprietor or his representative empowered to take decision from mess council meetings (which will be held once every month) on due invitation will attract a fine of Rs. 20,000/- on caterer.

4. As and when mess council proposes a fine it will inform the representative of the caterer or mess manager and fine will be imposed with consent of the wardens.

5. Severity of hygiene failure shall be assessed and decided by the mess council and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

**BRANDS OF CONSUMABLES PERMISSIBLE**

<table>
<thead>
<tr>
<th>Mess Item</th>
<th>Brand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salt</td>
<td>Tata, Annapurna, Nature fresh</td>
</tr>
<tr>
<td>Spices</td>
<td>M.D.H. Masala, Catch, Everest, Mothers</td>
</tr>
<tr>
<td>Chicken</td>
<td>Venky's Chicken, Godrej Real good, Zorabian, Suguna, Al Kabeer</td>
</tr>
<tr>
<td>Ketchup</td>
<td>Maggi, Kissan, Heinz, Del Monte</td>
</tr>
<tr>
<td>Oil (Sunflower)</td>
<td>undrop, Godrej, Saffola, Fortune, Dhara use of Hydrogenated (vanaspati) oil is strictly prohibited</td>
</tr>
<tr>
<td>Pickle</td>
<td>Mother's, Priya, Tops, Nilon's</td>
</tr>
<tr>
<td>Atta</td>
<td>Ashirvad, Pillsbury, Annapurna</td>
</tr>
<tr>
<td>Instant Noodles</td>
<td>Maggi, Top Ramen, Yipee</td>
</tr>
<tr>
<td>Flavoured drinks</td>
<td>Rasna, Roohafza, Mapro</td>
</tr>
<tr>
<td>Item</td>
<td>Brand(s)</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Papad</td>
<td>Lijjat</td>
</tr>
<tr>
<td>Butter</td>
<td>Amul, Mother dairy, Govardhan</td>
</tr>
<tr>
<td>Bread</td>
<td>Modern, Kwality, Wibs</td>
</tr>
<tr>
<td>Cornflakes</td>
<td>Kellogg’s</td>
</tr>
<tr>
<td>Chocos</td>
<td>Kellogg’s</td>
</tr>
<tr>
<td>Jam</td>
<td>Kisan, Mapro, Druk, Maggi</td>
</tr>
<tr>
<td>Ghee</td>
<td>Amul, Mother Dairy, Britannia, Gits, Everyday,</td>
</tr>
<tr>
<td>Shrikhand</td>
<td>Amul</td>
</tr>
<tr>
<td>Frozen yogurt</td>
<td>Mother dairy</td>
</tr>
<tr>
<td>Cow Milk (Half Cream/non-toned)</td>
<td>Amul, Mother Dairy, Govardhan</td>
</tr>
<tr>
<td>Paneer</td>
<td>Amul, Mother Dairy</td>
</tr>
<tr>
<td>Tea</td>
<td>Brooke bond, Lipton, Tata, Taaza</td>
</tr>
<tr>
<td>Coffee</td>
<td>Nescafe, Bru</td>
</tr>
<tr>
<td>Ice Cream</td>
<td>Amul, Mother Dairy, Kwality, Natural’s, Havmor</td>
</tr>
<tr>
<td>Soya</td>
<td>Nutrella</td>
</tr>
<tr>
<td>Frozen Peas</td>
<td>Safal (offseason), Al kabeer</td>
</tr>
<tr>
<td>Cheese</td>
<td>Amul, Mother Dairy, Brittanmia</td>
</tr>
<tr>
<td>Kolum Rice</td>
<td>Royal, Donur</td>
</tr>
<tr>
<td>Basmati Rice for special rice</td>
<td>Everyday, Daawat Devaaaya,</td>
</tr>
<tr>
<td>Custard Powder</td>
<td>Brown Polson</td>
</tr>
<tr>
<td>Handwash</td>
<td>Lifebuoy (non-diluted)</td>
</tr>
<tr>
<td>All non branded</td>
<td>As decided by the council</td>
</tr>
</tbody>
</table>

The caterer may use any other FPO approved brands only if permitted by the Mess Council, in writing.
APPLICATION FOR CONTRACT FOR HOSTELS IS TO BE SUBMITTED TO THE UNDERSIGNED ON SEPARATE SEALED ENVELOPE MENTIONING THE HOSTEL NUMBER

Proforma for the Technical Bid
Hostels for which the bid is being made: _____________________

Name of the Party: _________________________________________________________________________

1. Name(s) of the Proprietor(s)/Partner(s): ___________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

2. Contact Address: _________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

3. Contact Number: __________________ Fax: ___________________
   Email Address: __________________________ Cell Phone: _______________

4. Major establishment in/around Mumbai:
   1. ____________________________ 2. __________________________
      _________________________________________________________________
      _________________________________________________________________
   3. ____________________________ 4. __________________________
      _________________________________________________________________
      _________________________________________________________________
      _________________________________________________________________
      _________________________________________________________________

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

Date: ___________ Name of the signatory: ______________________________

Place: ______________ Designation: ____________________________

Stamp:
Information to be provided with the Technical Bid

1. Details of Experience of handling large institutional/corporate cafeteria/food outlet: Current and Earlier (during last 7 years).
   Please include copies of work orders for values of Rs. 30 lakhs and above for contract periods of one year. For the purpose of evaluation it is necessary that the caterer must have executed 1 work order of 80% or 2 work orders of 60% or 3 work orders of 40% of a notional value of Rs. 1 core over one year period in last 7 years.

2. Any other pertinent information.

Documents to be provided with the Technical Bid

1. Two References establishment where caterer has provided service in the past or present.

2. Photocopy of the following documents:
   a) Bank solvency certificate
   b) Income tax return certificate - last three years and PAN card copy
   c) Catering (from FDA), food outlet & labor license
   d) Registration Certificate
   e) Details about PF/ESIC registration
   f) Balance Sheet - last 3 years
   g) Partnership deed (if applicable)
   h) Sales Tax certificate
   i) Shop & Establishment Registration from municipality

Please note that bids without the information and documents mentioned above will be rejected without further consideration.
Proforma of Commercial Bid
Hostel for which the bid is being made: Hostel ______

Dean, Student Affairs
Indian Institute of Technology Bombay,
Powai, Mumbai- 400076


Name of the Party: _________________________________________________

Our quotation for the mess of Hostel _____ is: Rs_____ (In words: _____________________
___________________________________________________________________)

per day per student. The above quotation includes all applicable taxes as detailed below:

<table>
<thead>
<tr>
<th>Catering Charges per day per person for Inclusive of all taxes. (In Rs.)</th>
</tr>
</thead>
</table>

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

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

Date: ___________ Name of the signatory: ______________________________
Place: ______________ Designation: ________________________________

Stamp:
ANNEXURE A

Minimum number of students during the semester or during summer/winter breaks-

<table>
<thead>
<tr>
<th>Minimum number of combined students in all hostels during the semester i.e, (July to November) and (January to April)</th>
<th>Minimum number of combined students in all hostels during the Summer/Winter break i.e, (December) and (May, June, July)</th>
</tr>
</thead>
<tbody>
<tr>
<td>900</td>
<td>500</td>
</tr>
</tbody>
</table>

IMPORTANT NOTE:
These numbers are liable to change. Any student can choose not to register for mess facility permanently, in such a case Rs. 1300/per month will be paid to the caterer for each such student as a compensation.
## ANNEXURE - B

### FOR HOSTEL MESS SAMPLE MENU

Representative menu for different hostels can be found in following links. (Please note that this menu is just for the reference, actual menu may deviate from this one, as per instruction of the council)

<table>
<thead>
<tr>
<th>Day</th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Tiffin</th>
<th>Dinner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Gobi Paratha, Schezwan, Chutney, Pickle, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Aloo Chatpata, Rajma, Dal, Tomato Rice, Methi Puri, Chhas, Papad</td>
<td>Burger, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Veg Makkhanwala, Gobi matar Chaman, Chapati, salad, Rice</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Poha + Sev, Boiled Egg, Omlette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Paneer Tikka Masala, Rasam, Dal, Chapati, Masala Rice, Papad</td>
<td>Masala Dosa, Cold Coffee, Sambhar Chutney, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Malai Kofta, Arbi dry, Chapati, Rice, Dal Makhani, salad</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Mix Veg Paratha,, Curd, Pickle, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Chana Masala Dry, Kadi Pakoda, Dal Khichdi, Sada Puri, Boondi Raita, Papad</td>
<td>Samosa, Ice Tea, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Baigan Bharta, Tomato Carry, Salad,, Dal, Rice,</td>
</tr>
<tr>
<td>Thursday</td>
<td>Medu Vada, Boiled Egg, Omlette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Veg Kolhapuri, Aloo Gobhi Matar Dry, Paratha, Jeera Rice, Dal, Papad</td>
<td>Veg Cheese Burger , Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Paneer Butter Masala, Bhindi Fry,Dal, Rice, Chapati, salad</td>
</tr>
<tr>
<td>Friday</td>
<td>Onion Tomato Utpam, Sambhar, Chutney, Boiled Egg, Omlette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Corn Matar Kadhai, Sprouted Dry, Dal , Chapati, Rice , Papad</td>
<td>Noodles, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Rajma, Paneer bhurji,Dal, Jeera Rice, Chapati,</td>
</tr>
<tr>
<td>Saturday</td>
<td>Puri Bhaji, Boiled Egg, Bhurji, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Kala Chana, Dum Aloo Gravy, Chapati,Rice, Papad, salad</td>
<td>Pav Bhaji, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Chhole Tariwaala , Aloo gobi , Chapati, Dal, Rice, Salad,</td>
</tr>
<tr>
<td>Sunday</td>
<td>Idli, Sambhar, Chutney, Boiled Egg, Omlette, Banana, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Chhole Bhature, Tur Dal, Imli Chutney , Rice, Salad, papad</td>
<td>Bhel Puri, Nimbupani, Bbj, Tea, Coffee, Milk(Hot/Cold)</td>
<td>Gatte Ki Sabji, Misli Roti, Chutney, Pulav,</td>
</tr>
</tbody>
</table>
ANNEXURE C
DABBAWALA SYSTEM

1. The caterer will have to provide the delivery service to the academic area for Lunch.
2. Extra packing charges and nominal delivery charges as quoted by the contractor initially will be paid by the student for every meal that is being delivered.
3. The items and quantity to be served in the dabba is specified in the ‘General Structure of the items to be served in Dabba’
4. The contractor needs to maintain a separate book where the students can ask for the dabba service for a minimum period of one month, the dates should only start from 5th of the month to the next.
5. The contractor needs to send the dabbas to two fixed places in the academic area as decided by the council by 12.30 PM in the afternoon from where the students can collect the packed food.
6. The items in the dabba will be same as the menu served in the mess.
7. The food should be packed in steel containers which will be bought by the hostel. The contractor should provide disposable spoon and tissue paper along with the dabba.
8. The delivery boy should wait at the delivery point for one and half hour, i.e, 12.30 PM to 2 PM or till all the dabbas have been collected (whichever is earlier). In case a student wants to return the dabba in the mess later, the provision for the same should be made.

GENERAL STRUCTURE OF THE ITEMS TO BE SERVED IN DABBA

Lunch:

● Rice (Minimum 100 gms)
● 4 Chapattis (with and without Ghee)
● Dal or Sambar (min 100 ml)
● One vegetable curry and one dry vegetable
● Salad and Pickle

#The quantity in the dabba may vary according to the need of the student and the hostel council.
## ANNEXURE D
### EXTRA ITEMS

**List of Items:**

<table>
<thead>
<tr>
<th>Item</th>
<th>Maximum Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Cold Drinks &amp; IceCreams</td>
<td>MRP</td>
</tr>
<tr>
<td>2. Variety of dosas- Eg. Sada/Onion Dosa; Masala Dosa; Onion/Tomato Uttapam, etc</td>
<td>Rs.23</td>
</tr>
<tr>
<td>3. Variety of Frankie's- Eg. Paneer Frankie, Egg Frankie</td>
<td>Rs.26</td>
</tr>
<tr>
<td>4. MilkShakes- Eg. Rose Milk Shake, Apple Milk Shake, Chocolate Milkshake, Bournvita Milkshake, Cold Coffee, Banana Milkshake, Butterscotch, Chikoo Shake, Mango Milk Shake, Badam Lassi, Mango Lassi, etc</td>
<td>Rs.20 or MRP</td>
</tr>
<tr>
<td>5. Sandwiches- Eg. Veg / Aloo / Egg Sandwhich, Chicken Sandwhich, Bread Butter</td>
<td>Rs.22</td>
</tr>
<tr>
<td>6. Rolls- Eg. Veg Roll, Chicken Roll, Veg Burger, Veg Patties, Paneer Roll, etc</td>
<td>MRP</td>
</tr>
<tr>
<td>7. Soups and instant noodles</td>
<td>Rs.20</td>
</tr>
<tr>
<td>8. Juices</td>
<td>Rs.20</td>
</tr>
<tr>
<td>9. Parathas- Aloo Paratha, Onion Paratha, Gobi Paratha, Palak Paratha, Mix veg Paratha, Paneer Paratha, etc.</td>
<td>Rs.18</td>
</tr>
<tr>
<td>10. Egg Items(omelette, scrambled)</td>
<td>Rs.25</td>
</tr>
<tr>
<td>11. Hakka Noodles and fried rice(egg/chicken) and other Chinese items (Dry Chilly Chicken, Chilly Paneer)</td>
<td>Rs.40</td>
</tr>
<tr>
<td>12. Dal Khichdi</td>
<td>Rs.35</td>
</tr>
<tr>
<td>13. Gravy Items- Eg. Paneer, Chicken, etc</td>
<td>Rs.45</td>
</tr>
</tbody>
</table>

**NOTE:** The prices of the items will be decided in consultation with the Hostel Mess Council. The upper cap on the prices will be shared with the council before hand. This should be entirely a separate counter and should be functional for the entire length of mess timings, could possibly also extend beyond the same. This is only a suggestive menu with a broad pricing range, the same should be formalized and
changed to implementation as per the directions from the mess council

ANNEXURE E
NON-VEG MEAL SYSTEM

1. Non-veg will be served on all seven days of the week in dinner as decided in agreement by hostel council and mess contractor
2. The rates of the Per day non-veg meal will differ from veg meal by a particular constant amount as decided by the Mess council in consultation with the mess contractor.
3. Non Veg dish will be served in place of veg curry vegetable and dry vegetable only in dinner.
4. The student can opt for the everyday non-veg meal system for minimum period of 1 month the duration of which shall start with 5th of every month
5. The non-veg dishes can be served to students who have not opted for Non-veg meal system on certain days of the week as decided by the mess council. Else the students can be referred to extras counter. However, non veg should be available to people who have subscribed for the mess for the entire length of time.
6. Penalties for violation of rules remains the same as in the original contract.
7. The complete responsibility of bifurcating veg and non-veg students is of the caterer. This can be done using different color mess cards for non-veg meal students.

RULES PERTAINING TO DAILY FUNCTIONING OF THE NON-VEG DINNER MESSING

1. Non-Veg items should be available throughout the dinner timings as mentioned in the mess contract.
2. Fish is to be served at least once a week as decided in the menu.
3. The composition of the Non-veg items should be exactly as specified by the council.
4. Minimum 2 eggs should be served with any egg dish served in the dinner. (For Eg. 2 eggs must be served in Egg curry or Egg biryani)
5. Adequate Raita is to be served with dishes which include biryani with them.
6. Menu as decided by the mess council should be strictly followed. Failing which penalty will be imposed.
7. Minimum 150 gm of chicken should be served.

GENERAL STRUCTURE OF THE NON-VEG MESS MENU

Dinner Menu for a student opting Non- Veg menu becomes-
- Adequate plain Rice on all 7 days along with any other special rice items as mentioned in the menu (eg. Dum biryani, tomato rice, jeera rice etc.)
- Adequate Chapati (with and without Ghee)
- Adequate Dal or Sambar
- Non- Veg dish (Replacing Vegetarian curry dish)
- Adequate Salad
- Curd/ Raita as mentioned in the menu.
- Fried Papad (adequate) - 5 days a week, roasted papad- 2 days a week
ANNEXURE F  
FOR HOSTEL 10

Following are the additional terms and conditions to be followed by both the licensor:

1. At least one fried item must be there during lunch or dinner daily.
2. Fruit custard should comprise of grape, pomegranate, apple only.
3. Muskmelon and Watermelon cannot be served more than once a week.
4. Fried vegetarian dishes should be provided as decided by the council.
5. Two scoops of ice-cream is to be served.
6. For each hostel, caterer should arrange a tea party once a semester.
7. The new mess manager can join mess only after a probation period of at least 1 month under the previous managing team. However the performance of manager as per his or her skills to manage staff and students would be judged by the mess council. The manager would be allowed to continue only if the mess council is satisfied with his/her performance. The contractor would otherwise have to arrange for another manager or continue with the current manager. The failure to notify mess council prior to changing manager would attract a penalty of Rs.750/-per day. The fine however may be exempted in case of emergency, the nature of which again would be decided by the mess council.
8. Caterer will put board for Hostel mess displaying ISO certification and guidelines etc. Payment will be made from hostel account. Caterer will strictly follow ISO guidelines while caterer will get full cooperation from hostel students and mess committee, but on violation by caterer appropriate action can be taken as decided by mess committee with consent of warden.
9. It is mandatory to have 4 main cooks and caterer should change main cooks after consulting with mess committee.
10. Menu display board will be put by caterer cost will be borne by the hostel.
11. Aamras (200 ml) will be served twice a week during the three months of mango season.
12. At least 2 types of pickles to be served during the meals.
13. Tandoor item should be served at least 2 times in lunch and 2 times in dinner in a week.
14. Food should be kept after the time of dinner if council requests to do so, i.e. on special occasions like GCs and other events when hostel representatives might miss dinner due to those reasons.
15. Milk should not be stored i.e. no using of previous day milk is allowed.
16. Caterer should co-operate regarding the cleanliness of the dining area during Performing Arts Festival.
17. Butter paper should be provided during fried items.
18. Sweets in dinner will be decided by hostel council.
19. Only pure ghee is acceptable. Quality is to be approved by Warden.
20. Curd to be served with Parathas at all times.
21. Council, can do checks of the kitchen after the mess closing hours, under the monitoring of the security staff.