



**International Institute of
Information Technology
Bangalore**
(Formerly Indian Institute of Information Technology)

Date : 21.10.2024

Bid Ref. No. IIITB/CTR-001/2024

INVITATION OF BIDS FROM ELIGIBLE BIDDERS
FOR PROVIDING “CATERING & TUCK SHOPS OPERATION
SERVICES” AT IIITB CAMPUS AT BANGALORE

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Bid Ref. No. IIITB/CTR-001/2024

Date : 21.11.2024

Bid for Catering & Tuck shops Operation Services at IIITB Campus at Bangalore

International Institute of Information Technology-Bangalore (IIITB), located at 26/C, Electronics City, Bangalore, Karnataka - 560100, invites Bids from reputed Caterers in Bangalore for providing Catering & Tuck shops operation services for about 1,000 students (Breakfast, Lunch, Evening Snacks, Dinner.)

1. Details :

1	Bid	:	Bid # IIITB/CTR-001/2024 Bid for Food Catering & Tuck Shops Operation Services
2	Timelines	:	Please refer table under Clause # 2
3	Contract Period	:	Please refer Clause # 3 (3.01 to 3.02)
4	Eligibility Criteria	:	Please Refer Clause # 4 (4.01 to 4.11)
5	Pre-Bid Meeting	:	On 29 th October, 2024 at 15:00 Hours
6	Bid submission	:	Please refer Clause # 6 (6.01 to 6.02 a-e)
7	Bid Evaluation	:	Please refer Clause # 7 (7.01 to 7.15)
8	Scope of work	:	Please refer Clause # 8 (8.01 to 8.15) for more details.
9	Terms & Conditions	:	Please refer Clause # 9 (9.01 to 9.15)
10	Statutory	:	Please refer Clause # 10 (10.01 to 10.04)
11	Other Information	:	Please refer Clause # 11 (A to J)
12	Penalties	:	Please refer Clause # 12 (12.01 to 12.05)
13	Bill Payments	:	Please refer Clause # 13 (13.01 to 13.04)
14	Termination	:	Please refer Clause # 14
15	Arbitration	:	Please refer Clause # 15
16	Earnest Money Deposit (EMD)	:	<p>Rs. 10,00,000/- (Rupees Ten lakhs only) to be deposited in the form of Demand Draft / Bank Guarantee from Nationalized or approved Scheduled in favour of 'International Institute of Information Technology-Bangalore' payable at Bangalore, from any Nationalized or approved Scheduled Bank valid for 90 days from the last date of submission.</p> <p>The said Demand Draft submitted by all the unsuccessful Bidders will be returned once the contract is awarded to the successful Bidder.</p> <p>The said Demand Draft / Bank Guarantee submitted by the successful Bidder will be retained till the completion of the contract as Security Deposit and paid back along with the Final Bill.</p>

2. Timelines :

No	Task	Date
1	Release of Bid notification in IIIT-B website	21 st October, 2024
2.	Pre-bid meeting with bidders at IIIT-B Campus	29 th October, 2024 at 15:00 Hrs
3.	Last date for submission of bids	18 th November, 2024, 13:00 Hrs
4.	Opening of Technical Bids	18 th November, 2024, 15:00 Hrs
5.	Verification of Documents & Shortlisting Bidders	19 th November, 2024
6.	Sample meal preparation at Campus (shortlisted only)	22 nd November – 30 th November
7.	Completion of evaluation of Technical Bid	10 th December, 2024
8.	Opening of Commercial Bids	10 th December, 2024
9.	Issue of Letter of Award	16 th December, 2024
10.	Start of Catering Service Contract	1 st January, 2025

3. Contract period :

- 3.01 The contract will be for a period of 24 months and may be extended with same terms and conditions for one more year based upon the satisfactory feedback from all the stakeholders of the institute.
- 3.02 During the contract period, Institute will not entertain any request for revision of rates.
- 3.03 The successful bidder will have to furnish Security Deposit of Rs 10.00 Lakhs in the form of Demand Draft or Bank Guarantee as mentioned in above table. (Clause # 1 Earnest Money Deposit)
- 3.04 On payment of the security deposit, the contracting firm will be required to enter into an Agreement / Contract on stamp paper of appropriate value in the form to be approved by IIITB containing inter-alia all the terms and conditions of the contract, within 7 days of issue of the Work Order. The contractor should mobilize the resources including manpower for commencing catering services from 1st January, 2025
- 3.05 Security Deposit will be forfeited if the firm fails to perform any of the terms or conditions of the contract, besides the firm may also be blacklisted
- 3.06 Security Deposit should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the Caterer.



- 3.07 Security Deposit amount will be refunded to the Caterer without any interest, whatsoever after it duly performs and completes the contract in all respects.
- 3.08 IIITB will not pay any advance money to the Caterer and payments are released as mentioned in Clause # 13 “Bill Payments.”

4. Eligibility Criteria :

- 4.01 The following is the minimum eligibility criteria for the bidder to participate in the Bid “for providing Catering & Tuck Shops Operation services to IIITB,
- 4.02 Bangalore based Caterer and with the registration of catering services under the relevant statutory Act, as a registered firm or a company to run food catering services.
- 4.03 Should be free from all the encumbrances, liabilities, disputes and litigations with respect to its ownership and shall have all required approvals/permissions from the competent authorities to participate in the bidding process.
- 4.04 Bidder should be a reputed professional and registered organization / firm / individual with a minimum of 5 years experience in providing in-house catering (i.e.,Veg, Non-Veg, South Indian, North Indian) to educational institutions, banks, corporate sector in India. **(PO copies & Customer satisfaction Certificate need to be enclosed.)**
- 4.05 Valid Food license, Trade License, Labour License, GST registration Certificate, ESI & PF Registration Certificate, PAN card in firm’s name.
- 4.06 Caterer should have executed Single / Multiple contracts in a single financial year in any of the last Five Financial years – 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 as follows, **(IT return & audited Balance Sheets to be enclosed)**
- Single Catering service of Rs 6.00 Crores
 - Two Catering services of Rs 4.5 Crores
 - Three Catering services of Rs 3.0 Crores
 - Customer satisfactory certificates must be enclosed **(Financial Bids of the firms will not be opened if these certificates are not enclosed.)**
- 4.07 The bidder shall be **ineligible** to submit proposal, if it has been blacklisted by any of the Central or State Government or by any Organization funded by them at any point of time



and no criminal / civil case is pending against the said Bidder (Declaration that “Not blacklisted” as per Annexure-4 to be enclosed along with bid)

- 4.08 The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status of arbitration, if any.
- 4.09 If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including IIITB, then IIITB reserves the right to reject the bids submitted by such bidders.
- 4.10 Caterer must have FSSAI certificate for their existing Catering services (**Copies to be enclosed**)
- 4.11 Caterers with **Certificate of ISO 22000: 2018** for “Food Safety Management System”, certifying activities like “Preparation of Food with Temperature Controlled Storage, Pre-Preparation like Sanitation, Peeling, Chopping, Grinding, Marinating, Grilling, Preparation like Cooking, Roasting, Frying, Temperature Controlled Holding, Distribution and Service of Food” are preferred (copy to be enclosed.)

5. Pre-Bid meeting :

A Pre bid meeting will be conducted at IIIT-B on 29th October, 2024 15:00 hours at IIITB as per the “Timelines for food catering Bid & Tuck Shops operation” Interested bidders who would like to seek clarifications may attend the meeting.

6. Submission of the Bid :

- 6.01 The Bid documents can be downloaded from www.iiitb.ac.in
- 6.02 The Bids shall be submitted in the following manner and shall contain details / documents as listed below,
- a) **One sealed envelope super scribed “Technical Bid (Part-I) - Bid for Catering & Tuck shops Operation services at IIITB”** shall contain the following:

Sl	Document	Details
1	Covering letter	Filled Annexure-1 on the letter head of the bidder signed by authorized signatory with seal.
2	Bidder's Profile	Filled Annexure – 2
3	Bid Document	Bid document (downloaded from IITB site) signed by the authorized signatory with seal.
4	EMD Amount	<p>Demand Draft / Bank Guarantee (EMD amount) of Rs 10 Lakhs, drawn in favour of 'International Institute of Information Technology-Bangalore, payable at Bangalore, from any Nationalized or approved Scheduled Bank valid for 90 days from the last date of submission.</p> <p>The said Demand Draft submitted by all unsuccessful Bidders will be returned once the contract is awarded to the successful Bidder. The said Demand Draft submitted by the successful Bidder will be retained by the Institute as Security deposit till the end of the contract as security deposit.</p> <p>The EMD / Security deposit shall not bear any interest.</p>
5	Food License	Valid Food License copy
6	Firm Registration	Valid Registration Certificate copy
7	Labour License	Valid Labour License Copy
8	GST Certificate	Copy of GST registration
9	ESI	Copy of ESI registration
10	PF	Copy of PF registration
11	Pan Card	Copy of company's Pan Card
12	FSSAI Certification	Copy of valid FSSAI certificate
13	Major Catering Services	Offered Catering Services to Educational Institutes or Corporates or PSU Bodies in last 5 Financial years as per Annexure-3
14	Not Black Listed	Declaration that "Not blacklisted" as per Annexure-4 to be enclosed along with bid
15	Balance Sheets	Audited Balance Sheets for last three Financial years
16	ISO 22000:2018	Enclose Certificate (if available)



- b) **One sealed envelope super scribed “Commercial Bid (Part-II) – Bid for Catering & Tuck Shops Operation services at IIITB”** shall contain the following:
- i. Filled and Signed Copy of Annexure – 5
- c) **Both the envelopes (Technical Bid as well as Commercial Bid)** shall be placed by the bidder in an outer sealed envelope super scribing **“Bid for Catering & Tuck Shops Operation services at IIITB”** and may be submitted to reach IIIT-Bangalore on or **before 13:00 Hrs (1:00PM) , 18.11.2024**
- d) Sealed Bids addressed to
**Chief Administrative Officer ,
International Institute of Information Technology,
26/C, Electronics City, Phase-1, Bangalore – 560100**
- may be submitted in the form of two bid system to reach IIITB before 1.00 pm on 18.11.2024
- e) The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.

7. Evaluation of the Bids:

- 7.01 IIITB shall appoint “Bid Committee” to evaluate the bids, shortlist the bidders and select the Caterer on “Quality & Cost Based Selection” (QCBS) method.
- 7.02 IIITB shall also appoint “Food Approval Committee” comprising Faculty, Staff & majority of students, not exceeding 50 numbers.
- 7.03 Technical Score shall carry 60% weightage and Commercial Score shall carry 40% weightage.
- 7.04 Commercial Bid should be filled as per the Annexure – 5, clearly mentioning the Price for each meal / day (Breakfast price + Lunch Price + Evening Snacks Price + Dinner Price = Total Price per day per student.) **Bids without bifurcation of prices are rejected.**
- 7.05 Catering Contract will be awarded to the Highest Scorer of (Technical + Commercial) as explained below.
- 7.06 **At stage 1**, IIITB’s Bid committee shall shortlist bidders based on the objective evaluation of the credentials submitted by the Bidders. Bidders satisfying all the criteria as mentioned in “Eligibility Criteria, Clause 4.01 to 4.11” shall be considered for the next stage
- 7.07 **At Stage-2**, Bid committee will evaluate the Technical Proposals of the eligible bidders based on the following selection criteria and grade them accordingly,

Catering Services in India costing (in Last Five Financial years)

Maximum upto 20 Marks	
Single Catering Service costing \geq INR 6.00 Crores per year	20 each
Single Catering Service costing \geq INR 4.50 Crores per year	10 each
Single Catering Service costing \geq INR 3.00 Crores per year	5 each

A. Average Turn Over in India for last Three Financial years in Catering Services

Maximum upto 20 Marks	
Bidder's Turn Over \geq INR 10 Crores	20
Bidder's Turn Over INR 7-10 Crores	10
Bidder's Turn Over INR 5-7 Crores	5
Bidder's Turnover $<$ 5 Crores	0

B. Relevant Experience of serving to Under Graduation & Post Graduation College Campuses in Last 5 Financial years

Maximum upto 20 Marks	
$>$ 800 Students meals (4 meals) per day from single facility	20
500-800 Students meals (4 meals) per day from facility	10 each
$<$ 500 Students meals (4 meals) per day from single facility	5 each
No Experience	0

C. Certificates

Maximum upto 10 Marks	
ISO 22000 : 2018 Certificate	10

Stage – 2 Marks (A)+(B)+(C)+(D) = P (out of 70 Marks)

7.08 Stage – 2 marks “P” = (A+B+C+D) are considered for next stage and the bidders scored **more than 50 Marks** are invited to participate in next stage.

7.09 Even though an applicant is qualified for stage-2 based on the objective evaluation, he is liable to disqualification at stage-2 or later stages,

- i) If he has made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required.
- j) Record of poor performance such as abandoning work, not properly completing the contract, or financial failures /weaknesses etc.



- 7.10 **At stage-3**, Eligible Short listed bidders are asked to prepare and serve one meal at IIIT-B Campus on specified day to cater 50 members of “Food approval Committee members” comprising of students / Faculty / Staff.
- 7.11 “Food Approval Committee Members” assign marks for each Bidder (out of 30 marks) in Google forms after tasting the Food. These marks will be opened only after completion of the Food preparation of all the shortlisted Bidders. **Stage-3 marks (out of 30 marks) are recorded as “Q”**
- IIITB shall provide Cooking facility with Basic Utensils, Gas, serving & dining facilities.
 - Menu will remain same for all the shortlisted Bidders and will be communicated later.
 - One special dish of the Bidder is allowed
 - All the raw materials/ingredients need to be arranged by the Bidder
 - Each shortlisted Bidders will be given lump sum Rs 15,000/- + GST as cost towards preparing & serving the food at IIITB for 50 members.
 - IIITB is not liable to pay any other expenses other than Rs 15,000/- +GST as mentioned above.
- 7.12 **At stage-4**, Marks scored by each bidder “P” & “Q” are added together and recorded as total Marks “R” and considered as “Technical Scores”
- 7.13 **Technical scores will carry 60% weightage for the next stage (R x 60%)**
- 7.14 At Stage-4, Commercial Bids of the ‘Shortlisted Bidders’ will be opened and evaluation is **done** as below

Bidders	Technical Score (as per Clause # 7.12) = (X)	Commercial Score out of 40 Marks = (Y)	Total Scores (X) + (Y)
Bidder-1	X1	L1=40marks = Y1	X1 + Y1
Bidder-2	X2	(L1/L2) X 100*40% = Y2	X2 + Y2
Bidder-3	X3	(L1/L3) X 100*40% = Y3	X3 + Y3
Bidder-4	X4	(L1/L4) * 100*40% = Y4	X4 + Y4
Bidder-5	X5	L1/L5)*100*40% = Y5	X5 + Y5

Final Score = Technical Score + Commercial Score = H1

- 7.15 Institute **will award the contract to the successful bidder who is the “Highest Scorer out of shortlisted Bidders” (H1) and not necessarily commercially L1**
- 7.16 The authorized Committee of the Institute may visit and inspect the shortlisted bidder’s premises to inspect food quality, food preparation area & hygiene factors followed.

8. Scope of Work :

- 8.01 The Contractor shall be responsible for complete catering services for about 1,200 hostellers, all the days during the contract period, irrespective of the holidays, which includes Breakfast, Lunch, evening Snacks and Dinner.
- 8.02 Catering service is required in two locations. First location is IITB's main campus in which 900 students are residing and second location is another Hostel facility which is 2Kms away from the main campus and approximately 300 Students stay there. All the meals to be served in both the facilities simultaneously.
- 8.03 Breakfast and Lunch on working days peaks for short time. Approximately 60% of the students have breakfast between 8:15am to 9:00am and 70% of the Students have Lunch between 1:00PM to 1:30 PM. Caterer to deploy sufficient man power to cater food uninterruptedly.
- 8.04 All the Items shall be prepared in IITB main premise's kitchen and served hot in both the Hostels. Contractor should not bring or serve any food prepared or cooked outside.
- 8.05 Items to be prepared LIVE : Items like Puri, Dosa, Jelebi or any other food items (which are required to be cooked LIVE) should be prepared "LIVE" in the respective locations.
- 8.06 All items shall be served unlimited except for sweets, fruits, Eggs, Snacks in Evening Tea and Non Veg in dinner.
- 8.07 **Kitchen Equipment** – Institute has most modern cooking facilities with serving counters and dining facilities. List of Kitchen equipment/facilities enclosed in **Appendix-6**
- 8.08 IITB is 100% residential Campus with students hailing from all over India & abroad. Contractor to cater multi cuisines as per the requirements.
- 8.09 IITB provides RO water for Cooking and Drinking
- 8.10 IITB will arrange to dispose the waste. Caterer need to ensure segregation of the waste
- 8.11 IITB shall provide two House Keeping staff from morning **7:00 AM to 8:00 PM (all the days) without any charges.**
- 8.12 **Sick Students** : If a Hostel student falls ill or is indisposed, they shall be provided with special diet up to the cost of the normal menu, as and so long as, needed by him, without any extra charge in lieu of the normal food supplied in the Food Court. The same shall be served in the room of such students if so required, also without any extra
- 8.13 IITB Student's Food committee will prepare Weekly menu in consultation with Caterer's Manager / Chef, which need to be followed strictly. Broad menu is as follows

- i) **Breakfast –**
- Bread, Butter and Jam (unlimited)
 - Tea, Coffee, Milk, Sugar (unlimited)
 - Two South Indian or North Indian or Mixed dishes for Breakfast (unlimited)
 - Egg items (Bhurji or Boiled egg or Omelette) of one egg, weekly three times
 - Cut Fruits or Fruit Juice, weekly four days (limited around 10-12 pieces)
- ii) **Evening Snacks -**
- Tea/Coffee (unlimited) or Milk (limited appx 160 ML)
 - Snacks (limited)
- iii) **Lunch & Dinner –**
- Roti or Naan or Paratha or Poori and Tandoor Roti on one week end dinner (unlimited)
 - Vegetable gravy (unlimited)
 - Vegetable dry (unlimited)
 - Flavoured Rice (unlimited)
 - White Rice (unlimited)
 - Dal (unlimited)
 - Sambar or Rasam (unlimited)
 - Green Salad or Sprouts (unlimited)
 - Papad or Fryam (unlimited)
 - Pickle/ Sugar / Salt /Saunf
 - Curd or Raita or Butter Milk or Curd Rice (unlimited)
 - One Sweet or Cut Fruit or Ice Cream (limited)
 - Non-Veg for Dinner only (as follows)
- iv) **Weekly three Chicken Dry or Gravy dish to be served for non-vegetarians replacing Vegetable Dry or Vegetable Gravy dish (120gms Chicken + 80 gms Gravy) and proportionate Paneer Dish for Vegetarians to be served (ratio of veg vs non-veg is 70:30)**
- v) **Egg Curry replacing one of the vegetable gravy item in Saturday Lunch and Soya Beans curry for vegetarians need to be served.**

8.14 Approximate ratio of Non Veg vs Veg is 70% : 30% (70% Non Vegetarians & 30% Vegetarians)



- 8.15 The number of meals / breakfasts / evening snacks may vary 10%-20% daily and may reduce by 75% during Institute holidays and festive seasons. Caterer should check the actual Students count on daily basis with the Estate Office and prepare food accordingly.
IITB will release payments for the actual students count of the day only.
- 8.16 Five Food serving counters should be operational in IITB Main Campus and one counter at 2nd Campus.
- 8.17 **Jain Food** - Non garlic and non onion dishes (1 vegetable and 1 dal) to be provided for Lunch and Dinner for a limited set of students approximately 25 students)
- 8.18 Projected student strength for the year – 2024 as follows. (Below numbers are indicative only and not guaranteed numbers)

Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
1000	1100	900	1000	600	400	650	1200	1200	1000	1100	550

*** Strength for Academic year 2025 is expected to be increased by 10-15%**

- 8.19 **Food Serving Timings** – Caterer should strictly adhere to the timings mentioned below. The service requirements may peak on working days as mentioned in clause # 8.03)

<u>Weekdays (Monday to Friday):</u>	
Breakfast	7:30 am to 09.45 am
Lunch	12:30 pm to 2:30 pm
Tea/Coffee/Snacks	4:30 pm to 5:45 pm
Dinner	7:30 pm to 9:45 pm
<u>Weekends (Saturday and Sunday) and Holidays:</u>	
Breakfast	7:45 am to 10:00 am
Lunch	12:45 pm to 2:30 pm
Tea/Coffee/Snacks	4:30 pm to 6:00 pm
Dinner	7:30 pm to 9:45 pm

- 8.20 **Tuck Shops Operation -1** : Tuck shops operation at Hostel is within the scope of the Caterer. Institute has demarcated an area, to facilitate the establishment of a Tuckshop at Hostel with basic furnishing.

Tuckshop to be kept operational from 9:00am to 2:30am and services to be provided all the days of the week, irrespective of the holidays.



This service is Counter Sales service and Caterer to collect the payment from the Students / Staff / Faculty, directly against the delivery. Caterer to agree with IIITB's Food committee on the items to be served and the price per each dish.

Broadly expected dishes are as follows,

- Tea / Coffee / Milk / Bournvita / Hot Chocolate / Boost / Horlicks etc
- Branded Ice creams & Cold Beverages
- Chips & Biscuits
- Milk Shakes & Fresh Fruit Juices
- Veg Parathas, Bhajias, Samosa etc
- Veg/Non Veg Sandwiches
- Assorted Maggies
- Boiled Egg, Egg Omelette, Egg Bhurji etc.
- Any other items as agreed between Caterer and IIITB's Food Committee.

8.21 Tuck Shops Operation -2 (Coffee Coves) : Institute has two more Tuck shops (Coffee Coves) in Academic Blocks and operation of the same is within the scope of the Caterer.

- These Coffee coves need to be kept operational on all the working days between 8:00 am to 6:00 PM.
- Institute has furnished both the coffee coves and Coffee Vending Machines are installed.
- Coffee, Tea, other hot beverages and packed snacks need to be served at these counters.
- The Administration and the Caterer will mutually determine the payment rates for the Coffee Cove Items.
- Institute avails services of the Coffee Cove for their meetings and guests. Caterer to keep record of the same and submit bill to the institute at the end of the Month.
- Faculty, Staff and Students may avail the services of the coffee cove and payments towards the same need to be collected from them on daily or monthly basis. The Caterer will be solely responsible for collecting payments from Faculty, Staff, Students and must establish a reliable and efficient payment collection system to facilitate smooth transactions."
- **Institute will provide two Manpower to operate the coffee coves and serve in the meetings.**

8.22 At any time prior to the due date for submission of bids, IIIT-B may modify the bidding documents by amendment, by issuing Corrigendum or Addendum. All prospective Firms



who have downloaded the Bid Document should surf our website from time to time to know about the changes / modifications in the Bid Document.

- 8.23 All Corrigenda / Addenda / Amendments / Clarifications (if any) related to this bid, will be notified in IIIT-B website. Bidders shall regularly visit IIIT-B website to keep themselves updated. Firms are deemed to have submitted their bid documents after viewing the above notifications.

9. Terms & Conditions :

- 9.01 The selected Vendor should obtain FSSAI Certificate for IIITB facilities (at his own cost) within one month of the award of the contract and maintain the standards set by FSSAI during the Contract period.
- 9.02 Caterer hereby reserves the right to make small adjustments to the menu, after intimating IIITB Student's Food Committee if certain ingredients / Vegetables are not available due to the reasons that are beyond Caterer's control.
- 9.03 Theme Lunches (Karnataka, Kerala, Andhra, Gujarati, Rajasthani etc) to be provided, matching the occasion/festivals either for Lunch or Dinner during special occasions / festivals (to be agreed with IIITB's Food Committee)
- 9.04 Caterer to provide monthly one Feast at Dinner for all the students without any extra cost.
- 9.05 Additional appx. 50-100 nos of Faculty, Staff, Start-ups may avail Food on week days. The payment of food charges for Faculty, Staff, Start-ups shall be made by themselves. A separate register shall be maintained by the Caterer for providing breakfast / lunch evening snacks / dinner service to the faculty and staff. Caterer shall collect the payment towards the settlement directly from the faculty, staff and start-ups on proportionate billing basis daily or once in a month. The caterer shall provide QR code for the payment.
- 9.06 Institute shall issues guest vouchers for breakfast / lunch / dinner for entertaining its guests. Separate bill in this respect may be made on the basis of proportionate cost of the monthly bills or as per mutually agreed prices. The bill in this regard shall be raised on monthly basis and payment obtained from the office of IIITB.
- 9.07 Institute also may request special lunches for limited number of guests in different location (within the campus). Prices for the same to be agreed mutually on case by case basis.
- 9.08 The caterer or his authorized representative has to attend review **meeting** every month or as and when required, for discussion, evaluation of performance of the contract, and compliance with statutory issues, etc.



- 9.09 IIITB reserves the right to accept or reject any or all the Bids or cancel this process at any time without assigning any reason whatsoever.
- 9.10 The bidders, who do not meet the eligibility criteria; or do not submit all the necessary documents in support of the eligibility criteria; or do not submit documents that are complete and valid - shall be disqualified and they would not be invited for participating in commercial bidding (later stage)
- 9.11 The bid offer shall be valid up to 60 days after closing date of the Bid.
- 9.12 The bidder is expected to read all instructions, terms and conditions in the Bid document. Incomplete bids, bids received late, bids not conforming to the specifications and instructions contained herein, will be rejected summarily.
- 9.13 The caterer shall not be entitled to any increase on the quoted rates or any other rights or claim whatsoever by reason of any representation, explanation or statement or alleged representation, promise or guarantee given or alleged to have been given to him by any person.
- 9.14 The vendor shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the Institute. The Contract / Agreement is NON-TRANSFERABLE
- 9.15 Any form of canvassing/influencing will attract rejection of bid submitted by the bidder and the Institute reserves the right to take such penal action (e.g. blacklisting the Bidder for the present and future etc.) as it deems fit.
- 9.16 Notwithstanding anything contained above, the Institute reserves the right to reject all or any bid as recommended by the Bid Committee and is not bound to divulge any reason to the unsuccessful bidders.

10. Statutory Requirements:

- 10.01 The Caterer shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the Catering Service and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local Bodies and other authorities in this regard. And the Caterer shall indemnify the Institute against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.
- 10.02 The Caterer shall have separate ESI / PF code number on their own name and ensure prompt payment and submission of the related returns on time to the authorities concerned and produce documentary evidence to that effect. The Caterer should ensure that all workers have separate EPF and ESI Code number. The Caterer should ensure

remittance of EPF and ESI, to the respective accounts of the individual workers and enclose documentary evidence along with Monthly Bills.

10.03 The rate is to be quoted after considering **Minimum Wages for Zone 'A'**, as prescribed by Central Ministry of Labour & Employment, Govt. of India or as by Labour Commissioner (Karnataka) from time to time, whichever is higher.

10.04 None of the workmen engaged by the vendor shall have any claims against the Institute in respect of the execution of the contract and the vendor undertakes to indemnify the Institute against loss suffered on the account of any such claims.

11. Other Information & Instructions :

A. UTILITIES :

SL	Utility	IITB Covenant	Caterer's Covenant
1	Food Court	The Food court consists of main dining hall (furnished), kitchen, the store rooms attached to the kitchen, dormitory, the receiving area, etc.	Caterer to for keep the premises clean, hygiene and neat at his cost.
2	Cold Storage	Cold Room with Refrigeration system measuring 16 ft x 16 ft x 8 ft is provided by the Institute covering AMC	Caterer to keep the cold storage Neat & Clean.
3	Dishwasher	Dish washing machine-conveyor model plates / hr =2340-3660, is provided by the Institute covering AMC	Caterer to ensure efficient operation & usage of the same
4	Gas	IITB shall provide gas connection	Caterer shall arrange for regular supply of gas at his own cost.
5	Electricity	Institute has electrical connectivity for lights, fans, exhaust system, cold storage and covered under AMCs Electric steam facility is not available	Caterer to borne electricity charges. IITB will deduct electricity charges in monthly bills on actual consumption basis at rate of Rs 8/- per unit
6	Water	Supplied by the IITB	Caterer to borne Water charges on actual consumption basis at Rs 125/- per Kilo Liter . IITB will deduct water charges from the monthly bills
7	RO Water	RO water for cooking & drinking is arranged by IITB	Caterer to ensure economical usage.
8	Kitchen equipment	Institute provide Kitchen equipment as per Annexure-6	Caterer to ensure efficient usage of the same
9	Dormitories	IITB has dormitories, adjacent to the Cooking area for male staff to stay in the campus. Appx. 35 staff (total) can be accommodated in these rooms.	A lumpsum amount of Rs 10,000/- per month + GST will be deducted from the Caterer's monthly bills.

10	Maintenance Charges	Maintenance charges (including AMCs of Dishwasher, Exhaust Systems, Kitchen Equipment, Cold storage, Water Dispensers) are borne by the Institute	A lumpsum amount of Rs 1,00,000/- per month + GST will be deducted in Caterer's monthly bill. (all the 12 months, irrespective of the Student's strength)
11	Pest Control	Dining area's Pest Control will be the responsibility of IITB)	Pest control inside the Kitchen and Service areas is the responsibility of the Caterer
12	Manpower for Food Court	IITB shall provide two House Keeping staff from 7:00 am 8:00 PM to cleaning the dining tables (all the days.)	
13	Mon Power for Coffee	IITB shall provide two House Keeping staff to operate Coffee Con=ves.	

B. Manpower Deployment :

- 11.01 **The** Caterer shall provide adequate number of manpower required to provide the Catering Services (please refer Peak/non Peak requirements and College Calendar.)
- 11.02 All **employees** working under the Caterer shall always be the employees of the Caterer only and such employees shall not have any claim of whatsoever nature against the Institute.
- 11.03 The **Caterer** should depute Manager, who is well experienced, qualified, skilled and responsible personnel to manage production and supervision.
- 11.04 **Feedback** and the suggestions shall be recorded, addressed directly to the Manager. The details of the Manager with photo shall be intimated to the Registrar/CAO.
- 11.05 Manager to manage the Catering services during Breakfast, Lunch, Evening **Snacks** and Dinner time including interactions with students, faculty and the staff to ensure smooth operations.
- 11.06 The **Caterer** shall employ only those who are medically fit and are above eighteen years of age, free from any communicable and skin disease. The Caterer shall organise periodical medical check-ups for his employees as.
- 11.07 The **Caterer** shall ensure that the employees employed by him are presentable and clean in their habits and clothing. Also Caterer shall ensure that the team follows the uniform with shoe polished, wear the head caps and hand gloves. The male should present themselves with neatly shaved face.
- 11.08 The caterer shall ensure cordiality of his personnel (especially cooks and stewards) in transactions at the food counters with the faculty, staff, students and to the entire campus community in general.

- 11.09 All the employees of the Food Caterer must be covid vaccinated (both the doses) and vaccinate them periodically as per Government guidelines at his cost.

C. Hygiene and usage of the facilities :

- 11.10 Maintaining a high degree of cleanliness and hygiene in the galley, Serving area, cold storage area, store rooms etc are the responsibilities of the caterer.
- 11.11 Cleaning the Cooking area, serving area, utensils, crockery, equipment and consumables are the responsibilities of the Caterer.
- 11.12 Caterer should use safe and proper cleaning agents and use clean clothes for wiping the plates and cutleries.
- 11.13 Caterer need to return all the Kitchen equipment to the Institute in good working condition at the end of the contract. In the instance of any damage caused to the kitchen equipment or the area of operation under Caterer's limits, directly or indirectly by the Caterer, Caterer need to share the responsibility to make good for the losses.

D. Cutlery / Crockery for serving food:

- 11.14 The Caterer should provide proper and required number of Cutlery/Crockery items like Glasses, serving bowls, plates, spoons etc., for serving the food at all locations. Replenishing of the items due to breakage/damage is the responsibility of the Caterer only. Serving plates for Vegetarian and Non-Vegetarian dishes need to be separate.

E. Garbage Disposal :

- 11.15 Garbage segregation at source is the responsibility of the Caterer and disposal will be arranged by the Institute, subjected to, Caterer has segregated the waste as per the Elcita / BBMP / Municipal standards.
- 11.16 In case of non-segregation of the garbage, the fine imposed by Elcita will be charged to the Caterer.

F. Storage of food items:

- 11.17 Items like Jam, Pickles, Butter, Salt, and Sugar should be kept /stored properly in a neat and clean place to avoid insects/mosquitoes. The items should be checked at regular intervals and should be replenished based on the requirement.

G. Medical Insurance :

- 11.18 Caterer's employees should be comprehensively insured by the Caterer for any accidents and injuries. No REIMBURSEMENT will be made.

H. Food Test Reports:

- 11.19 The Caterer should preserve the “Cooked meal samples” for two days in IIITB’s cold storage.
- 11.20 These samples need to be get tested at the laboratory specified by the Institute in case of food poisoning.
- 11.21 IIIT-B reserves the right to test cooked meals samples randomly.

I. Inspection of Kitchen:

- 11.22 Entry to the Kitchen and Serving area is restricted for all, excepting the Caterer’s staff, IIITB’s Food Committee members, Registrar, Wardens and CAO. Caterer should ensure strict adherence of the entry policy and also ensure personnel enter with adequate protective gear only.
- 11.23 Cooking, Serving & Dining areas are need to be maintained clean and dry before/after cooking and throughout the cooking process. Food Committee members, Registrar, Wardens or CAO may give surprise visits anytime for the inspection. Penalties will be imposed if found unhygienic.

J. Groceries :

- 11.24 Caterer shall arrange for the necessary groceries, vegetables, oil, fuel for cooking and other raw materials and consumables at its own cost and expenses. However, Caterer shall ensure that the items used shall be with necessary food certification from Agmark, FPO, ISI where ever applicable.
- 11.25 **All Dairy brands like “Milk, Curds, Butter & Ghee” need to be Nandini Brand only.**
- 11.26 **Caterer** shall always maintain a minimum stock of essential dry rations which would enable uninterrupted services for a minimum of 3 days for business continuity during any disruptions or any other uncontrolled circumstances.

12. Penalties:

- 12.01 The vendor shall comply with all the terms and conditions and ensure supply of the prescribed quantity and quality of food items during the service timings. In the event of any failure or breach of any of the conditions by the Service Provider and in case of deterioration in the quality of the food items or reduction in the quantity thereof, IIIT-B shall be at liberty to levy penalty for such breach, as mentioned below :
- 12.02 An amount of Rs. 5,000/- per instance for Quality / Taste issues as the complaint raised by majority of students or Food Committee



- 12.03 An amount of Rs. 1,000/- per instance for not serving the food item given in the menu without any prior information and approval from the IIITB Food Committee.
- 12.04 Amount of Rs.5,000/- per instance or the total food cost of that meal, as deemed appropriate, in case of hygiene Issues like Worms / Insects or any other harmful particles found in food served.
- 12.05 Amount of Rs.5,000/- per instance or the total food cost of that meal, as deemed appropriate, in case of failed to serve the Food.
- 12.06 Actual penalty amount levied by Elcita, incase of non-segregation of the Garbage.

13. Bill Payments:

- 13.01 The Caterer is required to maintain all records with regard to the supply of food and should get it verified by IIITB's Estate Office on regular basis.
- 13.02 Payments shall be made on monthly basis through online mode, within 15 working days on receiving the bills/invoices (verified Bills by IIITB's Estate Office) with all the supporting documents.
- 13.03 IIITB will not pay any Advance amount to the Caterer.
- 13.04 TDS and other taxes applicable will be deducted from the bills as per government rules.

14. Termination :

The food catering contract can be terminated by either side by giving a notice of not less than 30 days in advance without showing any reason for the termination of the contract.

Mode of Issue of Notice: Any notice sent by Speed Post/Email by either party to the addresses recorded in the Food catering contract agreement shall be deemed to have been properly served for any of the purposes mentioned herein.

15. Arbitration :

In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIIT-B as per the relevant Act. And the award of the Sole Arbitrator will be binding on both the parties. Further, any legal dispute arising shall be settled in the court of competent jurisdiction located within the local limits of Bangalore, Karnataka.

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