



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5376622  
Dated/दिनांक : 11-09-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	03-10-2024 17:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	03-10-2024 17:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Education
Department Name/विभाग का नाम	Department Of Higher Education
Organisation Name/संगठन का नाम	Indian Institute Of Technology (iit)
Office Name/कार्यालय का नाम	Abv-iiitm Gwalior, Madhya Pradesh
Item Category/मद केटेगरी	Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Snacks, Dinner; Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	100 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

<b>Bid Details/बिड विवरण</b>	
<b>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>	No
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	Yes
<b>RA Qualification Rule</b>	H1-Highest Priced Bid Elimination
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	65243750
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes

#### **EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	Bank of India
EMD Amount/ईएमडी राशि	1000000

#### **ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

#### **Beneficiary/लाभार्थी :**

Director ABV-IIITM

ABV-Indian Institute of Information Technology & Management, Gwalior Morena Link Road, Gwalior - 474015

(Director Abv-iiitm)

## MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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## MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM\\_No.1\\_4\\_2021\\_PPD\\_dated\\_18.05.2023](#) [OM\\_No.1\\_4\\_2021\\_PPD\\_dated\\_18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.
8. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting

bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Annual Turnover and Profit Requirement:**Average annual turnover must be at least Rupees 1.0 Crore

**Number (up to 100%) of service provided in the past year to government agencies with minimum footfall.:**for not less than 300 persons in a single mess.

**Number (Up To 100%) Of contracts executed with business revenue of not less than xxx in A Single Contract To A Government Agency In The Past Three Years:**for not less than 300 persons in a single mess.

**Minimum Years (Up To 5 Years) Of Experience in Related Field:**servicing as a mess contractor in reputed national institutes such as IIMs, NITs, IITs, IISERs, IIITs

**If you want to add additional conditions in addition to standard SLA then please mention the clauses of additional SLA.:**A. The bid may be split among 4 mess service providers. The selection committee may recommend one or two messes to a particular vendor. B. Mess may be rotated among the selected mess service providers. C. Pls refer to selection criteria for award of tender in case of tie on page no. 6 of the attachment under scope of work. D. Minimum floor price set for the bid is Rs 65243750/- (125 per day \* 365 days \* 1430 students)

**Canteen Staff:**[1726049820.pdf](#)

**Distribution/ Serving Style:**[1726049824.pdf](#)

**Specifications of Food Consumables (Brand, specific mandi, supplier store, Vegetables, Cooking Essentials, Packaged foods, food ingredients, etc):**[1726049829.pdf](#)

**Menu Items:**[1726049834.pdf](#)

**If you want to add additional conditions in addition to standard SLA then please upload approval from competent authority.:**[1726049853.pdf](#)

**Scope of Work:**[1726049980.pdf](#)

**Pre Bid Detail(s)**

Pre-Bid Date and Time	Pre-Bid Venue
23-09-2024 16:00:00	Room No. 106, First Floor, B Block,Morena Link Road, ABV-IIITM Gwalior 474015

**Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Snacks, Dinner; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) ( 1430 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Diet	Vegetarian , Non-Vegetarian

Specification	Values
Type of Meal	Breakfast , Lunch , Dinner , Snacks
Type of Canteen Space	Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Electricity Charges	To be provided by Service Provider
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Service Provider
Basic Furniture	To be provided by Buyer
Canteen's Operational Days in a week	7 days a week
Cooking Equipments	To be provided by Service Provider
Essential Crockery	To be provided by Service Provider
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From single point - (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelf	Not Required
Smart Vending Machines	Not Required
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
Canteen Start Time	7:30 am
Canteen End Time	9:45 pm

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total No of Employees/ Individuals/ Footfall to be served per day	Additional Requirement/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Total No of Employees/ Individuals/ Footfall to be served per day	Additional Requirement/अतिरिक्त आवश्यकता
1	Sandeep Kumar Upadhyay	474015,ABV-IIITM Gwalior, Morena Link Road, NH #92, Gwalior, Madhya Pradesh Pin - 474010	1430	<ul style="list-style-type: none"> <li>Total Canteen Space (In Sqft) : 145205</li> <li>Monthly License Fee : 145205</li> <li>Duration in Months : 12</li> <li>Working Days in a Month : 31</li> </ul>

## Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

### 2. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

Director ABV-IIITM, Gwalior

Account No.

945210100116425

IFSC Code

BKID0009462

Bank Name

Bank of India

Branch address

ABV-Indian Institute of Information Technology & Management, Gwalior Morena Link Road, Gwalior - 474015

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

### 3. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Director ABV-IIITM, Gwalior

Account No.

945210100116425

IFSC Code

BKID0009462

Bank Name

Bank of India

Branch address

ABV-Indian Institute of Information Technology & Management, Gwalior Morena Link Road, Gwalior - 474015

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

#### 4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

**INVITATION OF TENDER FOR HOSTEL MESSSES AT ABV-INDIAN INSTITUTE OF INFORMATION TECHNOLOGY AND MANAGEMENT, GWALIOR**

(ABV-IIITM Student Welfare Society, Gwalior)

<b>Tender Type</b>	Open
<b>Tender Category (Services/Goods/works)</b>	Services
<b>Type/Form of Contract (Work/Supply/Service/Buy)</b>	Services
<b>Product Category</b>	Services in Hostel Mess
<b>Is Multi-Currency Allowed</b>	No (INR only)
<b>Date of Issue/Publishing</b>	As notified in the GeM bid
<b>Pre-Bid Meeting Date</b>	23/09/2024
<b>Last Date of Tender Submission</b>	As notified in the GeM bid
<b>Opening of Tender and Presentation</b>	shall be notified through e-mail
<b>Presentation Venue</b>	Room No 106, First Floor, B Block, ABV-IIITM, Gwalior
<b>Tender Validity days (180/120/90/60/30)</b>	90
<b>Address for Communication</b>	Student Welfare Society, ABV-IIITM, Morena Link Road, Gwalior, M.P.-474015
<b>Contact Phone Numbers</b>	0751-2449623
<b>E-mail Address</b>	<a href="mailto:dosa@iiitm.ac.in">dosa@iiitm.ac.in</a>

#### Content of the TENDER document

S. No	Particulars
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1	Introduction of ABV-IIITM Student Welfare Society, Gwalior
2	Schedule of the Tender
3	Eligibility Criteria and Selection Criteria for Award of Tender in case of Tie
4	Scope of Work
5	Monthly Charges For Running Mess Services at ABV-IIITM Student Welfare Society, Gwalior
6	General terms and conditions along with the responsibility of Contractors.
7	Approved Brand of consumables permissible in Hostel Messes at ABV-IIITM Student Welfare Society, Gwalior.
8	Mess Menu in Hostel Messes at ABV-IIITM Student Welfare Society, Gwalior
9	Penalties for Violation of Rules, Terms and Conditions
10	Application Form For Hostel Messes of ABV-IIITM Student Welfare Society, Gwalior.
11	Details of Previous Work Contracts
12	Extra items in Mess Menu
13	Price Bid Format
14	Certificate & Declaration

**Introduction:**

ABV- Indian Institute of Information Technology and Management (ABV-IIITM) Gwalior is a premier educational institution declared as "Institute of National Importance" for Information Technology and Management education and research. The Institute is fully residential and all the bonafide students of the institute have to compulsorily opt for hostel facility. There are 6 hostels in the campus, namely Aravali (BH-1), Nilgiri (BH-2), Shivalik (BH-3), Gangotri (GH), IVH, and Satpura. **However, the mess facility will be run for 4 hostels**, catering to the needs of all six hostels. Each hostel usually houses students from all the years.

At present, in total all the hostels accommodate about 1430 students. A student welfare society looks after the **4 messes** to provide meals to the residents attached to each of these hostels. Each hostel has a "Mess Committee" of the residents and hostel administration, which is authorized to regulate the mess related activities on a day-to-day basis. The hostel's administration includes a "Warden" and "Assistant Warden" nominated by the Institute for the operation of the mess contract and other related welfare measures. Generally, the strength of the residents in each of the hostels (except IVH and Satpura hostel) remains around 235-360 students (Maximum) during the academic year. However, during the vacations, the strength of the students may reduce substantially. Every hostel has an adequate kitchen space, piped cooking gas, water supply, dining tables, etc.



**Only a single Tender is published for all the Hostels for running four mess kitchens (service stations).**

**Schedule of the Tender**

Name of the work	Providing Mess services in Hostel Messes at ABV-IIITM hostels run by the Student Welfare Society ABV-IIITM Gwalior.
Period of Contract	Initially for a period of 12 months that may be extended for a similar or lesser period on the same terms and conditions as mentioned in the Tender Documents.
<b>Last date for receipt of Tender</b>	As notified in the GeM bid
<b>Date of presentation and Tender evaluation</b>	Shall be informed through e-mail. Venue: Room No. 106, First Floor, B Block, ABV-IIITM Gwalior,
Date of opening of price bid	To be announced after evaluation of technical bid

**Note:**

- 1** The Technical Bid will contain your application along with all the documents in the prescribed format see **Annexure VI**. The Financial Bid will contain only the Rate Quotation. **Bids that fail to satisfy the prescribed formatting will be rejected.**
- 2** The Financial Bid will only be considered for those agencies who are shortlisted after the Technical evaluation. The committee reserves the right to negotiate the rates and other relevant details. The contract will be given on the basis of rates, reputation, and experience. The final decision lies with the committee and it owes no explanation/clarification to anyone.
- 3 To be eligible for consideration, bids must be for minimum Rs. 125/- per student per day, for mess charges.** Bid estimated value for all four messes together for 1430 students is Rs. 65243750 (125 per day \* 365 days \* 1430 students).

**Eligibility Criteria:**

- i. Name of the registered Firm.
- ii. Valid Registration under Labour Laws.
- iii. Valid License under Food Safety and Standard Act 2006.
- iv. Employee Provident Fund Registration.
- v. Employee State Insurance Corporation registration.
- vi. PAN and GSTIN Number
- vii. Copy of GST Registration certificate.
- viii. The Bidder should not have been blacklisted/terminated by any organization at any point of time.
- ix. The caterer must possess at least 5 years of experience serving as a mess contractor in reputed national institutes such as IIMs, NITs, IITs, IISERs, IIITs or

any other central government universities/institutions etc. *for not less than 300 persons in a single mess.*

- X. Average annual turnover must be at least Rupees **1.0 Crore**. This must be supported with CA Certified certificate for the last five years (should be supported by documents for each year). Total annual turnover meeting the eligibility criteria should be in the name of the firm participating in the Tender process. Business groups having more than one service unit under the same registered firm name, appropriate documentation should be furnished to claim the financial eligibility (if any).
- Xi. The caterers having experience only in the Cafeteria (snacks & beverage services) will not be considered.
- Xii. The Proprietor/Director or Authorized representative of the mess Catering Service provider (apart from the designated manager) should be available in mess to interact with students Mess Committee and decide the concerns immediately. The mess committee and the Proprietor should meet once in *02 months* and circulate the minutes to all students, wardens and Student Welfare Society Staff.
- Xiii. Subletting is not allowed. The contractor shall not appoint a sub-contractor to carry out any obligation under this contract. Subletting of the contract will attract a penalty and lead to termination of the contract.
- Xiv. No negotiation for increase in Monthly Mess fee for the accepted Mess Menu will be considered during the contract period.
- Xv. The Mess Committee reserves the right to withdraw/cancel the Tender process at any stage of the Tender.
- Xvi. No canvassing is allowed in any form.
- Xvii. General terms and conditions of operation of mess is given in Annexure-II.
- Xviii. The agency has to submit the declaration letter as per Annexure-X in the Rs. 100/- non-judicial stamp paper.
- Xix. MSME relaxations will be as per government notifications/Norms.
- XX. The bid may be split among 4 mess service providers. The selection committee may recommend one or two messes to a particular vendor.**
- XXi. Bid estimated value for all four messes together for 1430 students is Rs. 65243750 (125 per day \* 365 days \* 1430 students).**
- XXii. Mess may be rotated among the selected mess service providers.

**Tender fees and EMD can be paid through RTGS/NEFT as per the following details : Name of Account - Director, ABV-IIITM Gwalior Name of the Bank - Bank of India Name of Branch - IIITM Gwalior Account No. - 945210100116425**

IFSC Code - BKID0009462

***The above details should be furnished in the format attached to this document See the Annexure-VI.***

***Note: The proof of the above (Attested copy) requirements is to be enclosed along with the Tender documents.***

**Selection Criteria for Award of Tender in case of Tie**

A committee consisting of student representatives, council of warden members, Ass

ociate Dean of Hostel Affairs (ADHA), and Dean of Student Affairs (DoSA) will evaluate the Tenders based on the following criteria on different scale:

- i. Past experience in serving as a mess contractor in terms of both number of years and number of persons. Experience serving in Centrally Funded Higher Educational Institutes will be given preference.
- ii. Extra offering of food items in the meals (apart from the prescribed menu in Annexure IV) without any extra charge (Details to be filled in Annexure VIII).
- iii. Use of modernize automated mess equipment with well-trained staff to ease and manage the technological processes supported by documentary evidence. E.g. roti maker, boiler, bain-marie, etc.
- iv. Presentation by the bidder(s) to show case their capabilities, experience, expertise, etc. supported by documentary evidence.
- v. Response to the queries raised by the committee.

### **ABV-IIITM Student Welfare Society**

#### **SCOPE OF WORK**

The service provider is expected to provide the following services:

- i.** Cooking and serving meals (Breakfast, Lunch, Evening Snacks with Tea or Coffee and Dinner).
- ii.** Cleaning of utensils, kitchen and serving items.
- iii.** Cleaning of Cooking, Dining and Auxiliary Areas including electrical appliances / gadgets
- iv.** Proper disposal of Garbage / Leftover food.
- v.** Maintenance of Books of Accounts, attendance record of mess workers and other records for compliance of statutory requirement.
- vi.** Display of food bill on notice board at the end of each month with verification of hostel supervisor.
- vii.** Security of the equipment, utensils and other items in the mess.
- viii.** Repair & Maintenance of the equipment in the kitchen and dining area including the infrastructure provided by the institute.
- ix.** It can be noted that, operational services shall not include preparation of menu and any policy matter related to running the mess.
- x.** Initially, the agreement with the successful bidder will be for a period of twelve (12) months. The same can be extended for another period of twelve months, or the period may be reduced as per the final decision of the mess committee on the basis of the performance of the caterers. After two months of operation, the caterers will be evaluated on the basis of the guidelines and rules detailed in this document and in the lease and license agreement to be drawn. If the caterer fails to meet the expectations and promises made, then the agreement can be cancelled.
- xi.** The mess premises comprising cooking space and dining facilities, furniture, and appliances shall be provided by the Institute. However, cleaning /washing materials/tools and manpower to properly maintain this infrastructure shall be arranged by the Bidder (caterer) at his/their own cost.
- xii.** The inventory of articles shall be handed over to the Bidder in good and working condition at the commencement of the contract. The Bidder shall be the custodian of this Institute property and mess inventory during the period of the contract and shall make good any loss to the inventory by way of misuse, breakage, theft, etc., at his own cost.
- xiii.** Similarly the inventory in good condition shall be handed over by the Bidder/caterer

er to the Institute on the expiry of the contract period. The security deposit shall be refunded only after a "**NO DUES CERTIFICATE**" is granted by the mess committee/warden-In-Charge.

- xiv. The Bidder shall be permitted to use toasters, refrigerators, geysers, water coolers, mixer/ grinder, oven and other Equipment for cutting/grilling vegetables, etc. Any other electrical cooking appliance may also be used by the Bidder after obtaining prior permission of the warden-In-Charge in writing. Service provider will be charged electricity bill for using electrical appliances and for any other purpose in the kitchen area as per institute rules.
- xv. The Bidder shall procure only good quality fresh vegetables from the market. The firm shall not be allowed to store the vegetables for more than 1 (ONE) day in summer months and 3 (THREE) days in winter months at a stretch. However, the Bidder shall ensure that a sufficient stock of other raw material is stocked in the store for consumption for a minimum period of 15 (Fifteen) days. The mess committee shall have the right to check the quality of food articles, vegetables and the hygienic aspect from time to time.
- xvi. The food shall be cooked, stored and served under hygienic conditions. The Bidder shall ensure that only fresh cooked food is served, and that stale food is not recycled. Stale food shall be removed from the mess premises as soon as possible.
- xvii. The food shall neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the residents.
- xviii. The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- xix. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all time.
- xx. The Bidder shall pay special attention to maintain the mess in a neat and tidy condition at all times. For this purpose, the mess shall be cleaned thoroughly after each meal.
- xxi. The Bidder shall ensure that only hot food is served to the students. Complaints, if any, in this regard shall be dealt with severely.
- xxii. The waste material and unused/leftover food from mess will be removed from mess premises every day. The Bidder will ensure that all the waste material and unused/leftover food will be collected by the vendor itself. *The Bidder will also ensure that stray cattle, dogs, cats, etc., do not consume any food within the mess premises.*
- xxiii. The mess may be closed during the vacations at the discretion of ABV-IIITM student welfare society as per Academic calendar of the Institute. The actual dates of these vacations are decided well in advance and are readily available in the institute calendar. The decision of the institute regarding the running of mess during the vacation shall be final and binding on the Bidder. During the academic session the mess will not be allowed to be closed on any day, including Sundays, and other holidays, for any reasons whatsoever.
- xxiv. The Bidder shall not be allowed to use the hostel or mess premises to offer any mess facility beyond the scope of the contract unless agreed by Warden in-charge.
- xxv. The mess vendor is allowed to sell pre-paid coupons for additional items in the mess. However, it is strictly prohibited to compromise food quality in order to promote or sell these coupons.
- xxvi. The mess committee shall be authorized to impose an appropriate fine on the Bidder in case of sub-standard quality of food items, malpractice, lack of hygiene or violation of any of the conditions of the contract. The penalty chart is enclosed in **ANNEXURE-V**.
- xxvii. Issues not specifically clarified in the contract shall be settled with mutual consent between the bidder and the mess committee, without vetting the basic premises of the contract.
- xxviii. The contractor must be in possession of a local office in Gwalior. If the contractor does not have an office in Gwalior at present, he/she needs to open a local office in Gwalior within one month of the award of contract.

- xxix.** The contractor will require submitting of a medical report and police verification of the newly joined employees within 10 days of their joining.
- xxx.** The caterer shall provide two pairs of uniform, one pair of shoes, disposable bouffant caps, aprons etc. to each staff engaged in the messes. The getup must be neat and clean at all times.
- xxxi.** The committee reserves the right to reject any or all the Tender relating to the work under this Document without assigning any reason whatsoever.
- xxxii.** Any other activities as may be considered by the Institute on merits.

**ANNEXURE-I**

**MONTHLY CHARGES\* FOR RUNNING MESS SERVICES AT ABV-IIITM STUDENT WELFARE SOCIETY GWALIOR.**

S. No.	Particulars	Locations	Area	Rates	Remarks
01	Monthly Rent	Kitchen Area, Worker's Toilet & Manager Room.	2698 SQM. Approx. Per Mess	Rs. 12/- per sq. meter per month.	Rates may be revised from time to time as per the office memorandum issued by the Directorate of Estates.
02	Water charges	Kitchen Area, Workers' Toilet	-	Rs. 1500/- (Fixed) per month.	Water charges may be revised from time to time as per institute norms.
03	Electricity Charges	Kitchen Area, Dining Area		100 % of actual consumption	The electricity charges will be as per actual as levied to the Institute for each and every month.
04	Maintenance Charges	Complete allotted space	-	-	Will be maintained by agency/contractor.
05	Piped Natural Gas (PNG) Charges			100 % of actual consumption	The PNG charges will be as per actual as levied to the Institute for each and every month from M/s Avantika Gas Ltd.

**\*The monthly rent and water charges will be reviewed periodically.**

## ANNEXURE-II

### General terms and conditions along with the responsibility of contractors.

1. The Mess Committee accepts no responsibility for any loss/delay/non-receipt of offers not submitted in person. Offers received late/incomplete will be summarily rejected.
2. The cook should have an experience of cooking food for at least 05 years for at least 3 00 students preferably in CFIs.
3. The age of workers must be between 18 to 55 years.
4. Minor maintenance jobs, such as the replacement of light bulbs, tube lights, etc., are the responsibility of the catering contractor. If any damages are found in the mess, the cost of damages will be borne by the mess contractor only.
5. To ensure the proper functioning of the mess, the mess vendor must appoint the mess manager only after obtaining approval from both the hostel wardens and the mess committee. The Institute reserves the final authority to approve the appointed mess manager.
6. Kitchen area, dining hall furniture, service counters, deep freezer, etc. will be provided by the Institute. The proper upkeep and maintenance of all kitchen equipment, furniture, and any other items provided by ABV-IIITM Gwalior will be the sole responsibility of the contractor.
7. Maintenance of kitchen equipment will be covered to the scope of service contract entered into by ABV-IIITM Gwalior 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.
8. We encourage the use of automatic appliances and machines for cooking, serving food, and cleaning utensils. Extra weightage during the technical bid evaluation shall be given to those vendors who commit to using these kinds of automatic appliances in their respective mess on their own.
9. Institute will not provide any utensils or crockery for eating and serving. The vendors have to provide the Ceramic crockery for the same.
10. The caterer / his servant(s)/ his nominee will not be permitted to stay overnight in the hostel premises. Only night canteen staff is allowed to stay with the permission of the warden-in-charge.
11. The premises of the mess will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the competent authority.
12. The contractor has to pay electricity charges, rental charges, PNG Charges, and water charges for the usage of the facilities provided by the Institute. The approximate chart (rate charges) is attached in **Annexure- I**.
13. It is the responsibility of the contractor to engage the services of a sufficient number of staff to ensure the smooth functioning of the Mess. For a functional mess, the contractor is required to keep at least one attendant/ mess worker per 20 students for effective functioning and arrangements of the mess. Any adjustments to this staffing level must be approved by both the hostel warden(s) and the Dean of Student Affairs (DoSA), with the DoSA having final decision-making authority.
14. The Contractor should also provide his staff with uniforms, identity cards, aprons, disposable bouffant caps, gloves, masks, sanitizer, etc. Engagement of required staff, providing uniforms, etc., shall be done by the caterer. The caterer should provide a minimum of two pairs of uniforms to the workers and ensure that workers report for duty in clean uniforms. Workers should always wear hand gloves and caps while working (hair found in food is not acceptable).
15. The mess staff, including cooks, serving members, and cleaners, have to be medically reviewed. The fitness certificate should be obtained from a registered medical practitioner once every three months to the satisfaction of the hostel authorities, failing which

suitable action may be initiated.

16. The committee, SWS Staff, and the Institute Health Center reserve the right to visit the mess premises at any time to inspect the maintenance of hygiene and the quality of food items served in the mess, without prior notice.
17. Security of *licensed premises*, equipment fittings, and fixtures, furniture, etc. is the responsibility of the catering contractor.
18. The Committee reserves the right to levy a penalty on the contractor if he/she fails to satisfy any of the provisions mentioned in the contract.
19. The Selected Service Providers will have to deposit performance security of 5% of the annual contract value by NEFT/RTGS. Performance Security will not carry any interest from the part of the Institute and will be refunded to the empaneled service provider after *the expiry of the contract period plus 2 months*.
20. If the Contractor fails to carry out the Jobs as per the terms and conditions agreed upon, and multiple complaints received, he is liable for forfeiture of Security Deposit in addition to penalty.
21. In the event of award/(space allotment of the premises) of the said work, the contractor should register themselves with the Regional Labour Commissioner, Bhopal, Madhya Pradesh as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.
22. The caterer shall attend at least one monthly meeting of the mess committee, failing which a penalty will be imposed. This meeting shall be attended by the caterer himself or a senior representative, who is authorized to take policy decisions.
23. The caterer shall, at their cost, maintain an adequate stock of food grain, grocery, and as mentioned in **Annexure-III**. The caterer shall be responsible for proper hygienic storage of all raw materials.
24. Vegetarian food will be cooked and served separately.
25. Additional food items can be arranged and sold by the caterer on pre-fix coupon basis with prior approval of the warden-in-charge.
26. Mess workers should be provided the necessary training so as to maintain the highest possible standard of hygiene, as is expected.
27. Use of Vanaspati Ghee is strictly prohibited. It can be allowed only for certain dishes with Mess Committee permission. Raw material/ commodities for preparation of food should be of good quality. Cooking medium should be branded oil / ghee & other items like butter, Jam, Sauce etc. should also be standard branded make (as per the list in Annexure III). Approval should be taken from the Warden and Mess Committee for the items which are not listed in Annexure III before procuring or changing the items. Substandard materials & other oil / ghee must not be used for cooking.
28. Sample menu is attached with this document (Annexure IV). Hostel Warden and Hostel Management committee can change the menu in consultation with the contractor. Menu can be changed by Mess Committee to suit the availability of seasonal vegetables in the market. The contractor must display Menu in the mess. Any change in the menu (Already displayed) should also be brought to the notice of the students.
29. The mess timings and menu will be decided by the Mess Committee. The meals should be served during the following timings:

-	Mon-to-Fri	Sat-Sun
Breakfast	7:30 AM to 9:00AM	8:00 AM to 10:00 AM
Lunch	12:00 noon to 2:00PM	12:30 noon to 2:30 PM
Snacks	5:00 PM to 6:30 PM	5:00 PM to 6:30 PM
Dinner	7:30 PM to 9:45 PM	7:30 PM to 9:45 PM

*\*If required, the timings may be changed in consultation with the Students Mess Committee & Warden as and when such circumstances arise.*

30. Any dispute that may necessitate legal redressal will be restricted to the jurisdiction of the Gwalior only.
31. The successful parties shall sign an agreement with ABV-IIITM Student Welfare Society, which will be executed as per the provisions of the Stamp Act and shall be duly registered.
32. Any attempt to canvass for the candidature of any bidder directly or indirectly will lead to the disqualification of such bidder/firm from the whole process.
33. The firm that does not fulfill any of the above conditions or submits incomplete documents in any respect is liable to be rejected summarily.
34. The Mess Committee reserves the right to modify/add any clause to the agreement during the period of the contract for any essential item, services, etc.
35. The contract can be terminated by giving a one-month notice period by the mess committee and three-month notice by the contractor. However, the authority reserves the right to terminate the contract without assigning any reason if it appears to the authority at any point in time that the services, quality of food, and maintenance of hygiene of any of the mess services are deteriorated to such an extent that it is detrimental to the interests of the hostel boarders and their health.
36. Coupons for guest meals and extra will be sold (given) to the customer either on the basis of a student writing for it in the register maintained for the purpose or against cash payment for the same to the caterers. The price of the same shall be 1.5 times per diet of hostel inmate.
37. No extra person from the outside of the institute other than institute faculty, staff and student's guests are allowed in the mess area.
38. The contractor and his workers must behave politely with the hostel inmates. The contractor shall enquire about the character of worker to be employed and ensure that there is no criminal case is pending or contemplated against that person. Then only, after satisfaction, contractor shall depute/ deploy the person in hostel mess. The workers employed by contractor should be free from any contagious disease or sickness or any other kind of disease that is considered unacceptable for handling food.
39. Food / any other item should not be served inside the room of hostel inmates except in exceptional cases or ill health on directives of Warden only.
40. No accommodation will be provided in the campus for the workers and the Contractor shall make their own arrangements.
41. Sufficient counters should be operational. The need will be decided by the Mess Committee.
42. Catering services for institute events held within the premises of the hostel may be undertaken only after obtaining a written permission from the mess council and warden at least three days prior to the event.
43. In case the mess is closed on any occasion or for pest control then special dinner / lunch shall be provided, at no extra cost and the menu is decided by mess committee.
44. Paper napkin should be provided when fried food is served.
45. Filled salt and chat masala dispensers must be available on the table at all times.
46. **MESS REBATE** – is applicable for following purposes:
  - i. For academic purposes: Mess off will be given to individual students for N-days under special circumstances. 'N' shall be the period of actual continuous absence from hostel and should be certified by the concerned Head of the Department and intimated to the Hostel Warden two days in advance. 'N' ranges from minimum 3 days.
  - ii. For medical purposes: Mess off would also be given if a student's is not feeling well and admitted to hospital deputed by the institute. The minimum number of days required for mess rebate is 3 days.
  - iii. For Sports and cultural activities deputed by the Institute, the student submits the application through the Professor Charge to the Hostel Warden well in advance before leaving or for any other reason deemed fit by the Warden. The minimum n



umber of days required for mess rebate is more than 3 days.

- iv. For Personal leave: When a student is required to leave the hostel for N- days rebate shall be provided with the approval of warden. 'N' should vary from more than 3 days to max of 7 days in a month.
  - v. Mess should be operational throughout the year. One combined mess should be in operation during the vacations (may vary as per the academic calendar), as per the discretion of the council of wardens. During the vacations and internships, institute reserve the rights regarding service charges to be paid.
  - vi. The rebate will be 75% of the total amount to the students, and the rest 25% which is the Mess Establishment Charge will go to the mess vendor.
47. Monthly payment to the contractor will be made by the Institute on reimbursement basis after the submission of actual mess bill along with the self-attested copies of payment made towards applicable taxes, EPF & ESIC (of previous month) of their workers and staff. All relevant papers in respect of statutory compliances (copies of Challan and Tax) must be submitted along with monthly Mess bill.
  48. The mess utensils i.e. plates, bowls, spoons etc. are to be cleaned with hot water using detergent powder/soap after every meal. All the materials required for cleaning shall be arranged by the contractor at his / her own expenses. Liquid hand wash for students should also be provided by the contractor.
  49. Mess Contractor or his representative manager / supervisor is required to remain present in the mess when the food is cooked & served in the mess. The manager/supervisor must have a degree/diploma in hotel management with relevant experience. It is the responsibility of the manager / supervisor to oversee all mess operations and especially ensure that no lapses as stated above arise on day to day basis. One head chef must be deployed in each mess.
  50. The food quality will be paramount. If the mess management is not up to the mark or the quality of the food is below standard or unhealthy or unhygienic, then the Dean of Student Affairs (DoSA), on the recommendation of the respective Warden of Hostel Mess/Mess Committee, is empowered to terminate the contract with a **short notice of one week**. The Hostel Mess Committee's opinion is final as far as the food quality/mess management is concerned.
  51. Upon termination of the mess vendor contract, on the recommendation of the warden and the mess committee, the DoSA has the authority to award the contract to any existing vendor to ensure uninterrupted mess services.
  52. The payment /calculation of the mess bill would be on the actual days of operation of the mess, and the actual number of students registered.
  53. Liability/responsibility in case of an accident causing injury or illness/ death of mess worker(s) or any of his staff shall be of the contractor. The Hostel Section / Institute authority shall not be responsible by any means in such cases.
  54. Contractor shall be solely responsible in case of incidence/s of food poisoning etc. and shall bear the complete expenditure arising out of this for medical treatment of the hostel inmates. In addition, the penalty may be imposed on the contractor as decided by the Committee appointed by the Director/DoSA for such incidents.
  55. Storage/consumption of any alcoholic drink / liquor are strictly prohibited. The contractor shall not serve any of such substances / drinks in mess / hostel. Smoking, consuming tobacco, pan masala etc. is also strictly prohibited in Institute premises. Contractor should also ascertain that his staff / workers are prohibited from storage / consumption of any alcoholic drink / liquor / drugs of any kind and ensure that they are not found in intoxicated condition any time either on campus or outside.
  56. Institute will not take any responsibility for any tax liability arising directly / indirectly from this contract. Such liability has to be borne by the contractor. The Institute reserves its right to release the payment only after it is justified that contractor has fulfilled all liability and obligation.
  57. If required the contractor may be requested to run the night canteen in the institute on direct payment basis for selected items decided by the consent of both parties viz. tea / coffee / samosa

- / poha / Maggi or any other items. Contractor has to ensure that the work of canteen shall not affect the regular mess operations in terms of delay in serving breakfast, quality of food. He has to employ separate staff / workforce. Also, the rate of the items available for the night canteen should be fixed by counsel of wardens and mess vendors.
58. Food inspection (both raw and cooked food) will be done on regular basis by the Wardens/committee / team having expert appointed by the Institute authority.
  59. The assets and articles provided by the Institute shall be the property of the Institute and the Contractor shall be merely the custodian of such assets and articles. On expiry/termination of the contract, all such property shall properly be handed over to the Institute in good & working condition. The institute would claim financial compensation for the depreciation and damages as applicable from the contractor.
  60. Theft / accident, fire, and other safety hazards, any type of loss/damage of assets due to any such incident shall be the sole responsibility of the Contractor. The Institute shall in no way be liable for any such incident occurring during or in connection with the services.
  61. Repeated complaints can hamper the reputation of the vendor, and the institute may take APPROPRIATE action such as termination or blacklisting in this regard.
  62. In all other situations not explicitly addressed in this document, the DoSA has the authority to make decisions.
  63. The Bidders are required to regularly check our website for updates with regard to this Tender.
  64. Documents in support of Registration details, Turnover, should be supported with self-attested relevant documents complete in all respect. **Any Incomplete documents submitted will not be taken into consideration of evaluation and Tender will be summarily rejected.**
  65. **Award of Work:** The ABV-IIITM Gwalior will award the work to the bidder, whose Tender has been determined to be substantially responsive, and who has offered the lowest evaluated Tender price.
    - i. Notwithstanding the above, the ABV-IIITM Gwalior reserves the right to accept or reject any Tender(s) and to cancel the bidding process and reject all Tenders at any time prior to the award of work.
    - ii. The bidder whose bid is accepted will be notified of the award of work, by the ABV-IIITM Gwalior prior to expiration of the Tender validity period. The terms of the accepted offer shall be incorporated in the work order.
    - iii. Bidders / contractor will be selected on the basis of rate quoted by vendor in **Annexure IX** for mess menu and details filled in the Annexure VI (Application Form). L1 Bid is to be applied after Financial and Technical evaluation. Final bid also contains certain evaluation criteria from the technical bid such as Experience, turnover, automatic appliances, FSSAI rating etc. that to be decided by the committee.
    - iv. Also, after opening the financial bid, first five vendors will be called for the reverse auction (RA) and then the L1 will be decided.
  66. The approximate strength of mess users may be as here under\*:

Sl. No.	Hostel	Approximate Strength
1	Boys Hostel Nilgiri (BH-II)	365
2	Boys Hostel Aravali (BH-I)	310
3	Boys Hostel Shivalik (BH-III)	255

4	Girl Hostel Gangotri (GH)	<b>235</b>
5	IVH + Satpura Hostel (BH-IV) + Type IV	<b>265</b>
	<b>Total</b>	<b>1430</b>

**Note:** Students strength may be subject to change. However, during the vacations the strength of the students may reduce substantially.

### ANNEXURE-III

#### Approved Brand of consumables permissible in Hostel Messes.

S. No	Name of the Items	Approved Brand
1	Salt	Tata, ITC. Nature fresh
2	Spices	M.D.H. Masala, Knorr, Catch, Everest, Mothers, Nilons, MTR, Patanjali, Ramdev
3	Ketchup	Maggi, Kissan, Heinz
4	Oil (Sunflower or Mustered Oil)	Sundrop, Godrej, Saffola, Fortune, Nature Fresh, Dhara. Use of Hydrogenated (vanaspati) oil is strictly Prohibited
5	Pickle	Mother's, MTR, Priya, Bedekar or Nilon's
6	Atta/ Maida	Ashirwad, Pillsbury, Annapurna, Samrat, Nature fresh, Patanjali, ShaktiBhog
7	Rice	Daawat, Dubraj, India Gate, Kohinoor
8	Flavored fruit drinks	Rasna, Roohafza, Mapro, Amul, Real
9	Papad	Lijjat, Ganesh, Shreeji, Patanjali
10	Butter	Amul, Britannia, Mother Dairy
11	Bread	Modern, Kwality, Wibs, Britannia, Bonn, Harvest Gold. (local bakery if approved by committee)
12	Cornflakes	Mohuns, Kelloggs
13	Jam	Kissan, Tops, Cremica, Maggi
14	Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday, Sanchi and Patanjali

15	Milk	Sanchi, Amul, Mother Dairy
16	Paneer / Cheese	Amul, Britannia
17	Tea	Brooke bond, Lipton, Tata
18	Coffee	Nestle (Nescafe), Brooke Bond (Bru)
19	Soya	Nutrela
20	Ice Cream	Amul, Mother Dairy, Kwality wall's, Natural's, Havmor, Vadilal, Patanjali. Dinshaw's, Cream bell
21	Frozen Peas	Safal (offseason), Al kabeer, Vadilal
22	Toor Dal / Masoor Dal / Urad Dal / Chana Dal	Tata, India gate, MTR Packed materials from Metro / Dmart / Big Bazaar / Bigbasket/ Patanjali
23	Cornflour / Rava	Packed materials from Metro / Dmart / Big Bazaar / Big basket
24	All non-Branded Items	As decided by the Mess committee

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

#### **Annexure-IV ABV-IIITM Gwalior Hostel Mess Menu Structure (Breakfast, Lunch, Dinner and Evening Tea & Snacks)**

The following is the general structure of the tentative menu. The representative sample menu is given in the table that follows.

##### **Breakfast: Will consist of the following:**

Indian Dish (e.g. Upma + Chutney / Poha-jalebi / Idli / Puri-Bhaji/Paratha / MethiParatha /Gobhi Paratha/Mooli Paratha/Onion Paratha/ Dosa/Paav/ Bhaji etc. as mentioned in the regular item list below)

**AND**

4 Slices of Toasted Bread with butter and jam

**AND**

One Glass (200ml) of Milk with Cornflakes

**AND**

Unlimited Tea and Coffee

**AND**

Egg/Omlet/Banana or other Fruit

(The egg/banana/fruit/omlet system that is to be followed is: Number of eggs + the number of Bananas or fruit = 3, to be served to the students. For eg: Boiled egg (1 egg = 1 item worth), Omelette (1 egg omelet = 1 item worth), banana or fruit (1 banana or fruit = 1 item worth. The caterer i

s supposed to serve 3 items worth of either egg/banana/fruit/omlet)

**Lunch: Will consist of the following:**

Unlimited Rice (Type of Rice mentioned in the Tentative Menu below) and Chapatti (with and without Ghee)

**AND**

Unlimited Dal and Vegetable (Limited/Unlimited)(List of Dal and Limited or unlimited Vegetables are mentioned in the below and can be changed with mess committee permission as per the season)

**AND**

Curd / Raitha / Lassi / Seasonal Drinks as mentioned.

**AND**

Fried Papad- 5 days a week, roasted papad- 2 days a week

**AND**

One Serving Sweet two times in a week as mentioned in the menu table.

**AND**

Unlimited Salad and Pickle

**Evening Tea and Snacks: Will consist of the following:**

Snack items mentioned in the below menu

**AND**

Tea or Coffee

**Dinner: Will consist of the following:**

Unlimited Rice (Type of Rice mentioned in the Tentative Menu below) and Chapatti (with and without Ghee)

**AND**

Adequate Dal and Vegetable (List of Dal and Vegetables are mentioned in the below table and can be changed with mess committee permission as per the season)

**AND**

Curd / Raitha / Lassi / Seasonal Drinks as mentioned.

**AND**

Fried Papad (adequate) - 5 days a week, roasted papad- 2 days a week

**AND**

Unlimited Salad and Pickle

**AND**

One Serving Sweet two times in a week as mentioned in the below table\*.

*\*At least four varieties of sweets per week.*

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

Day	Break fast	Lunch	Snacks	Dinner
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Mon	Bread, Butter, Jam Tea or Coffee Milk with Cornflakes Banana or Seasonal Fruit/Egg/Paneer Bhurji Idli and Sambhar	Mix Veg Urad Dal, Chapati, Plain Rice Salad Curd Roasted Papad	Bread Pakoda Tea or Coffee	Corn Palak Dal(Masoor) Chapati, Jeera Rice Salad Rasgulla
Tue	Bread, Butter, Jam Tea or Coffee Milk with Cornflakes Banana or Seasonal Fruit/Egg/Paneer Bhurji Aloo Paratha with Butter and Curd	Rajma Seasonal Vegetable Chapati, Muter Rice Lassi(Sweet/ Salty) Salad, Fried Papad	Bhel Tea or Coffee	kofta Dal Chapati, Plain Rice, Salad Tomato Soup
Wed	Bread, Butter, Jam Tea or Coffee Milk with Cornflakes Banana or Seasonal Fruit/Egg/Paneer Bhurji Uttapam	Rajma Masala, Dal(Tur +Tadka), Chapati, Plain Rice Salad, Curd Roasted Papad	Dhoklas, Tea or Coffee	Tawa Paneer/Paneer Tikka Dal(Moong), Tandoor Roti/Chapati, Jeera Rice Gulab Jamun Salad Corn Soup
Thurs	Bread, Butter, Jam Tea or Coffee Milk with Cornflakes, Banana or Seasonal Fruit/Egg/Paneer Bhurji, Vada Sambhar	Dal-Palak Dal(Masoor), Chapati, Fried Rice Salad, Chaach Fried Papad	Samosa, Tea or Coffee	Masoor Dal Chapati, Plain Rice Punjabi Special Walnut Beans
Fri	Bread, Butter, Jam Tea or Coffee Milk with Cornflakes, Banana or Seasonal Fruit/Egg/Paneer Bhurji, Upma	Dal Chutney (Lasun+Groundnut) Chapati, Plain Rice, Kidney Beans Curry Aalu Raita Roasted papad	Pav Bhaji Tea or Coffee	Dal (Moong) Tomato Rice Chole Bhature Jalebi
Sat	Bread, Butter, Jam Tea or Coffee Milk with Cornflakes Banana or Seasonal Fruit/Egg/Paneer Bhurji, Dosa	Mutter Paneer/ Paneer Butter Masala Sambhar, Curd Chapati, Plain Rice Fried Papad, Salad	Pani puri Tea or Coffee	Alu Bhindi fry Dal makhani Chapati, Lemon Rice Salad Fruit Custard
Sun	Bread, Butter, Jam Tea or Coffee Milk with Cornflakes, Banana or Seasonal Fruit/Egg/Paneer Bhurji, Poha Chana	Stuffed Tomato Dal (Tur +Tadka), Boondi Raita Chapati, Veg Biryani Salad Fried Papad	Maggi Tea or Coffee	Veg Manchurian or Hakka Noodles Fried Rice Jal-Jeera Drink

#### LIST / DETAILS OF REGULAR ITEMS

##### 1. Breakfast:

- o Tea/Coffee and Milk
- o Bread: Min 4 slices, Brown/White bread
- o Banana/ any seasonal fruit or Cornflakes
- o Bread, Butter, Jam
- o Indian Dishes:
  - Vada Sambar & Coconut / groundnut Chutney
  - Idli Sambar & Coconut / groundnut Chutney
  - Masala Dosa& Sambar + Coconut / groundnut Chutney
  - Poha Chana with Sev
  - Upma, Coconut / groundnut Chutney

- Uttapam, Coconut groundnut Chutney Sambar
- Aloo paratha /mix paratha/paneer paratha + curd + chutney
- Sabudana khichdi + chutney
- Misal pav
- Puri bhaji

**NOTE: Pickle/Butter is required to be served with Parathas; Butter serving is of 20gm**

## 2. Lunch Dinner:

### o Dal

- o Dal fry (max 4 times in a week)
- o Moong dal
- o Toor dal
- o Mix dal

### o Palak dal

- o Imali dal
- o Sambhar
- o Urad dal

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

### o Vegetables

#### ■ Unlimited quantity (when served)

- o Aloo baingan
- o Baigan masala
- o Shimla mirch with aloo
- o Black chana curry
- o Cabbage and peas
- o Kadhipakoda
- o Bhindi masala
- o Pakodi
- o Corn palak
- o Aloo gobhi

- o Wal beans
- o Arbi
- o Aloo rassa
- o Kabuli chana
- o Desi chana
- o Rajma masala
- o Aloo matar
- o Jeera aloo bhaji(dry)
- o Chaulifalli / gwar beans
- o Moong
- o Matki
- o Mix veg (fried)
- o Soyabean
- o Saag (Bathua/ Sarso)
- o Or any other seasonal vegetable

■ **Limited quantity (when served)**

- o Palak paneer
- o Chilli paneer
- o Paneer butter masala
- o Paneer tikka masala
- o Kadai paneer
- o Paneer bhurji
- o Stuffed tomato with aloo
- o Veg kolhapuri
- o Methi mutter malai
- o Navratan korma

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

o **Rice**

- O Plain Rice
- O Jeera Rice
- O Khichdi Rice
- O Szechwan Rice
- O Mutter Rice
- O Fried Rice
- O Mutter Rice
- O Lemon Rice



- Biryani
- Veg Pulav

- **Roti**

- Plain Tawa Roti with/without Ghee
- Tandoori/Naan Roti (once in a week)
- Methi Roti
- Messy Roti
- Plain Puri
- Palak Puri

- **CURD/RAITA**

- Curd: 2 times in a week
- Veg/Boondi/Aloo Raita: 3 times in a week (one each)
- Sweet Lassi: once in a week : 1 full glass(250ml)
- Namkeen Lassi: once in a week: 1 full glass(250ml)

- **Special fast food items for Dinner:** 1 time in a week

- Hakka noodles/ Chowmein
- Gravy Manchurian
- Chole
- Bhature/Kulche

- **Sweets**

- Gulab Jamun (2 Pcs, 40 gms each)
- Rasgulla (2 Pcs, 40 gms each)
- Ice Cream (1 Pcs,120 ml of approved make by mess committee) 50gm / 90 ml;
- Jalebi (4 Pcs, total 100 gms, made in hostel mess only)
- Moong Halwa (100 gms, made in hostel mess only)
- Sooji ka Halwa (100 gms, made in hostel mess only)
- Kheer (with Sevai / Rice)
- Frooti
- Fruit custard
- Boondi and petha
- Shrikhand

**Note - Sweets should be served 4 times in a week.**

**The dishes/items with their frequency is given below:**

- 1 Paneer Twice a week
- 2 Adequate Rasna, Khus Sharbat, Lemon water, Roohafza, Jal, Jeera, Aam Panna (2 times in a week)
- 3 Chaas, Lassi, Curd, Raita (7 times in a week)
- 4 Soups Twice a Week
- 5 Banana or other fruit/Egg/Omlet is to be served in breakfast all 7 days (as per mentioned in the above menu)
- 6 Sweets (including ice cream) 4 days a week
- 7 One glass of milk (200ml) 7 days a week in Breakfast
- 8 Slice of butter with paratha

**Note on the Menu:**

1. Unlimited salad will be provided during lunch and dinner. It will comprise of lemon and any three of the following in every meal: Tomatoes, cucumbers, onions, beetroots, carrots, radish and cabbage.
2. Mouth freshener (Fennel seeds and sugar)/Jaggery and Pickle to be provided with every meal
3. Coconut chutney will be served with all south Indian dishes (like idli, dosa, Uttappam, etc.)
4. Whenever butter is provided, Students will be served ~20 gms of butter. Ketchup has to be provided along with dishes like Maggie, Samosa, Paratha etc.
5. The caterer will be required to provide khichri or any other suitable item for sick residents in lieu of the regular meals.

**Annexure-V**

**PENALTIES FOR VIOLATION OF RULES, TERMS AND CONDITIONS.**

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

1. For any rules stated in the agreement.
2. First violation of the rule implies penalty as per the rule.
3. Second violation of the same rule in the same calendar month will attract double the initial amount of penalty for the caterer.
4. All subsequent violations of the same rule would invite five times the initial amount of penalty.
5. The caterer will be penalized in case of violation of the following rules.

S. No.	Nature of Violation	Minimum Fine*
1.	Non-availability of complaint register on the counter / discouraging students from registering complaints/hiding from students	Rs. 1,000/-
2.	Not wearing uniform, hand gloves and bouffant while serving food.	Rs. 2,000/-
3.	3 or more complaints of insects/stones/pebbles/other foreign objects.	Rs. 3,000/- up to contract termination

4.	Uncleaned utensils found/ unhygienic conditions in the kitchen area as well as dining hall (3 or more complaints)	Rs. 3,000/- up to contract termination
5.	Any deviation in the approved Menu without prior permission from Mess Committee	Rs. 5,000/-
6.	Meals found uncooked/not cooked properly	Rs. 3,000/-
7.	Vegetables found of poor quality/rotten/spoilt/infected	Rs. 2,000/-
8.	If food for any meal gets over or exhausted within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast.	Rs. 3,000/-
9.	Usage of unbranded / bad / duplicate quality of any mess Commodities	Rs. 2,000/-
10.	Used oil reused or use of Hydrogenated (Vanaspati) oil	Rs. 3,000/-
11.	Using brands not mentioned in the contract without prior permission and adulteration	Rs. 5,000/-
12.	Absence of proprietor or the representative from Mess Committee Meeting (which will be held once every month)	Rs. 10,000/-

13	If any mess worker is caught/found using alcoholic/any banned tobacco item (any type) in the mess premises at any time	Rs. 5000/-
14	Workers found less than the prescribed limit in the mess premises will be charged on per day basis. (Workers ratio would be 05 numbers of workers per 100 Students)	Decided by the Committee and warden- In-Charge of the mess.
15	Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc. will lead to fine on caterer for every instance.	Decided by the Committee and warden- In-Charge of the mess.
16	Food poisoning shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the caterer.	All medical expense + Penalty will be decided by the Committee and warden- In-Charge of the mess.
17	If the quality of milk is not found up to be appropriate, or it is diluted, a fine would be imposed. Milk should be full cream. It should have 3.5% fat content or as recommended by Mess Committee.	Rs. 3000/-

\* Additional fines will be decided by the warden-In-Charge of the mess in association of council of wardens, ADHA, and DoSA.

#### **ANNEXURE-VI**

#### **APPLICATION FORM FOR PROVIDING SERVICES IN HOSTELS MESSES OF ABV-IIITM GWALIOR**

**On the company letter head of the bidder.** All certificates must be recent and valid when applying for the tender.

S. No	Description	Information
1	Name of the Firm	
2	Complete Address:	
3	Contact person/Representative of firm:	
	Mobile No	
	Office No.	
	Email ID:	
	Shop License no/ Registration Number	
	PAN no.	
	License No. (Under Food Safety and Standard Act 2006)	
	Service Tax No.	
	VAT /TIN no.	
	GST Registration No.	
	ESI/PF no.	
	(enclose copies of above)	
4	The address of the office in Gwalior, along with the phone number.	
5	Labour License No.	
6	Proof of payment of income tax and service tax (last three years) copies to be enclosed.	Attach the separate list (if required).
7	No. of Mess/dining facilities run in Higher education institutions of Central Govt. (List to be included with name of the institution, duration, nos. of students etc.)	Attach the separate list (if required).

<b>8</b>	No. of Mess/Dinning facilities run in the other establishment/organization (List be included with name of the organization, duration etc.)	Attach the separate list (if required).
<b>9</b>	Whether Quality Certification obtained for any of the Mess/Dinning facilities provided (copies to be enclosed)	
<b>10</b>	Annual Turnover Per annum (In. lacs.)	Authenticated copy of audited statement of accounts for the last three Financial years to be enclosed.
<b>11</b>	No. of employee: Regular/temporary (details to be enclosed)	
<b>12.</b>	Litigations , if any, connected with Mess/ Food work	Yes/No, (if yes, details to be furnished)
<b>13.</b>	Any other information applicant wishes to provide in support of their credentials	if yes, details to be furnished
<b>14.</b>	Has the firm been black listed/terminated by any Organizations, if so attach the details of the same.	An affidavit duly certified by a Notary
<b>15.</b>	Please Provide the list of the Automatic Machines or appliances, you are going to use in the mess for cooking, serving the food and cleaning the utensils etc.	if yes, details to be furnished
<b>16.</b>	No defaulter certificate from the GST in the last five years.	

I hereby certify that the above-mentioned particulars are true and correct.

**Date:**

**Signature with seal.**

**ANNEXURE-VII**

**DETAILS OF PREVIOUS WORK CONTRACTS**

Contact details of establishment where cater has done the work in the past and present:

S. No.	Name and Address of the Organization	Contract Value per year	Capacity (Strength of the mess boarders)	Name of the Officer-in-Charge & his Mobile/ Phone No.	Period of Contract	Total Contract period (in month)
1						
2						
3						
4						
5						
6						
7						

**ANNEXURE-VIII**

**Extra items in Mess Menu**

Please provide the details of extra items in mess menu.

Name of the Firm/agency: .....

S. No	Particular	Items and Quantity	Days
1	Breakfast		
2	Lunch		
3	Evening Tea and Snacks		
4	Dinner		

I hereby agree to provide and serve the items apart from the items mentioned in Annexure IV with out any extra charges.

Date:

Signature with seal

**ANNEXURE-IX**

**PRICE BID**

Please provide the total **daily mess rate per student as per the mess menu** based on the ANNEXURE-IV.

Name of the Firm/agency: .....

S. No	Particular	Rate in figure	Rate in words
1	Breakfast	Rs	Rs
2	Lunch	Rs	Rs
3	Evening Tea and Snacks	Rs	Rs
4	Dinner	Rs	Rs
5	Total	Rs	Rs

**Note:** Rates quoted should be inclusive of all taxes / levies etc. With break up and should be valid for 12 months

from the date of work order. To be eligible for consideration, bids must be for minimum Rs. 125/- per student per day, for mess charges. Bid estimated value for all four messes together for 1430 students is Rs. 65243750 (125 per day \* 365 days \* 1430 students).

I hereby agree to provide and serve the items mentioned in Annexure IV as per the rates quoted by me /

negotiated as per the terms and conditions mentioned in the Tender Documents.

Date:  
seal

Signature with

## **ANNEXURE-X**

### **CERTIFICATE & DECLARATION**

It has been certified that all information provided in Tenderdocument is true and correct to the best of my knowledge and belief. No forged / tampered document(s) are produced with Tender form for gaining unlawful advantage. We understand that ABV-IIITM Gwalior is authorized to make enquiry to establish the facts claimed and obtain confidential reports from clients.

In case it is established that any information provided by us is false / misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of security deposit and or any penal action and other damages including withdrawal of all work. Further ABV- IIITM Gwalior is also authorized to blacklist our firm/company/agency and debar us in participating in any Tender process/bid in future.

I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s which are improper / illegal during the execution in case the Tender is awarded to us.

Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities / practices in my / our dealing with the Institute.

Our Firm/ Company/ Agency is not been blacklisted or banned by any Govt. Department, PSU , University, Autonomous Institute or Any other Govt. Organization. Thanking you, Yours faithfully,

Signature

(Name)

## **5. Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

## **Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-



1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---