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INDIAN INSTITUTE OF TECHNOLOGY
(INDIAN SCHOOL OF MINES), DHANBAD – 826 004

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

No.: IIT(ISM)/P&S/Hostel Mess Contract/2018

Date: 01.06.2018

NOTICE INVITING TENDER (N.I.T.)

Subject: - NIT for Award of contract for Engagement of Caterers for providing Mess Services in various Hostels of Indian Institute of Technology (Indian School of Mines), Dhanbad

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

| Sl. No. | Items | Particulars |
|---------|---|---|
| 1. | Tender Cost | Rs. 5,000/- (Rupees Five Thousand only) |
| 2. | Bid Security (Earnest Money Deposit) | Rs, 10,00,000/- (Rupees Ten Lakhs only) |
| 3. | Performance Security (PBG) | Rs. 50,00,000/- (Rs. Fifty Lakh only) |
| 3. | Last Date and time for submission of tenders | 22.06.2018 (Friday) by 12:30 PM |
| 4. | Date and time of opening of tenders (Technical Bid) | 22.06.2018 (Friday) at 3:30 PM |
| 5. | Date and time of presentation | 25.06.2018 (Monday) at 10:30 AM |
| 6. | Date & Time of Price Bid Opening | 26.06.2018 (Tuesday) at 4:00 PM |

The Tender document alongwith following document is available on the website www.iitism.ac.in (Tender page) and www.eprocure.gov.in for download.

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

Scope of Work

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

| Group – A | | |
|-----------|---------------|--------------|
| 1. | Jasper Hostel | 2400 inmates |

Terms & conditions mentioned above are accepted.
Seal & Signature of the
Caterer

| Group – B | | |
|------------------|--------------|--------------|
| 1. | Amber Hostel | 1600 inmates |

| Group – C | | |
|------------------|----------------------|--------------|
| 1. | Ruby/Rosaline Hostel | 1400 inmates |
| 2. | Sapphire Hostel | 650 inmates |

| Group – D | | |
|------------------|----------------|-------------|
| 1. | Diamond Hostel | 360 inmates |
| 2. | Opal Hostel | 400 inmates |
| 3. | Topaz Hostel | 400 inmates |
| 4. | Emerald Hostel | 400 inmates |

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

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

Eligibility Criteria:

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

1. Minimum five (5) years of relevant experience as indicated above in hostels of CFTIs (viz. IITs / NITs / IISERs etc.) or Central Universities.
2. The turnover of intending firm should be more than Rs.3 crores per annum during the last three years. Preference will be given to firms/caterers having national presence and ISO 9000:2000 certification.
3. The intending firm should be registered/incorporated in India.
4. Should have valid PAN and GST Registration with appropriate license to run the mess service.
5. Should have the provision pertaining to PF, ESI and other applicable Statutory Compliances.
6. Base price (minimum bidding price for per student for four meals – Breakfast, Lunch, Snacks, Dinner – per day) is fixed as Rs. 93.00 (Ninety Three only) (including taxes). No bid below Rs. 93.00 (including taxes) will be accepted.

Terms and Conditions for Running Mess Services

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

Contract Period

The contract will initially be for a period of one year and it may be extended for another period of two more years, after reviewing the performance of the firm each year and on mutual consent with agreed upon terms and conditions. In this regard, decision of IIT (ISM) will be final and binding.

Submission of Proposal:

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

- A. Group of Hostels (i.e., A/B/C/D) in which the caterer is interested to serve.
- B. Brief description of the firm/company, including an organisation chart and number of employees deployed.
- C. The following information/documents shall also be submitted with Tender:
 - i) Name of the Firm with Complete Address, Phone and Fax No, Email ID, along with details of branches if any.
 - ii) The status of the Firm: Proprietary/Partnership/Registered Company/Cooperative Society.
 - iii) Major Clients and Details of Contracts of similar nature executed in the last 5 (five) years.
 - iv) A certificate (in the form of an affidavit) to be signed by the Director/CEO of the company/firm stating that the firm have not been debarred or blacklisted for any service/supplies by any organization/Educational Institute/University and no criminal case/legal proceeding or industrial dispute is pending or contemplated against the firm.
 - v) Certificate of satisfactory performance from at least three of its clients to whom such services are being/have been extended of comparable value. Name, address, and contact details of the clients shall also be mentioned.
 - vi) PAN /GST Number,
 - vii) Financial Status including Income Statement, Balance Sheet, Turnover for the last 3 (three) years.
 - viii) GST Registration Certificate.
 - ix) Copy of ESI and P.F. Registration Certificate.
 - x) List of Employees with Qualification and Experience to be certified by an authorised person of the Firm/Company.

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

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

Tender Cost - The Technical Bid should be accompanied with a **non-refundable Tender fee of Rs. 5000/- (Rupees Five Thousand only)** by way of Demand Draft. Tender cost is non-refundable and non-transferable.

Bid Security (Earnest Money Deposit) - The Technical Bid should be accompanied with a Bid Security (EMD) of **Rs. 10,00,000/- (Rupees Ten Lakh only)** by way of Demand Draft.

Bank Guarantee / FDR / Cheque or any other mode for Tender Cost or EMD will not be accepted. Both the Tender Cost and EMD should be in two separate Demand Drafts drawn in favour of **Registrar, Indian Institute of Technology (Indian School of Mines), Dhanbad** and payable at **Dhanbad**.

IIT (ISM) Dhanbad will evaluate the technical bids first based on such criteria as Capacity of the Firm/Company; Experience, Pre Eminence and past performance in the business, Financial Strength & Stability and Reference, presentations etc. Price Bids of only those bidders, whose technical bids are declared qualified, will be opened. Decision of IIT (ISM) in this regard will be final and binding.

All bidders are required to give a presentation before the IIT (ISM) committee constituted for this purpose in the New **Conference Room, Admin. Block, IIT (ISM), Dhanbad** at their own cost. The presentation may include a brief description of the firm, its achievements; present functioning in any organization of repute and the methodology the firm intends to adopt for offering mess services at IIT (ISM) hostels.

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

**Deputy Registrar,
Purchase and Store Section,
Indian Institute of Technology
(Indian School of Mines),
Dhanbad – 826 004 (Jharkhand)**

ANNEXURE - I**TERMS & CONDITIONS FOR MESS CATERING CONTRACT FOR HOSTELS OF
INDIAN SCHOOL OF MINES, DHANBAD**

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

- i. Mess timings
 - a. Breakfast: 7:00 AM to 9:30 AM
 - b. Lunch : 12:00 Noon to 2:30 PM
 - c. Snacks : 5:00PM to 6.30 PM
 - d. Dinner : 8:00PM to 10:00 PM
- ii. The contract will initially be for a period of one year and it may be extended for another period of two more years, after reviewing the performance of the firm each year and on mutual consent with agreed upon terms and conditions. In this regard, decision of IIT (ISM) will be final and binding.
- iii. The scheduled date & time for bid submission dead line or bid opening date & time or presentation date & time may be extended or preponed at the sole discretion of IIT (ISM) Dhanbad. Decision of IIT (ISM) Dhanbad in this regard will be final and binding.
- iv. IIT (ISM) will provide electricity to the lights and fans of kitchen and dining halls free of cost to the Caterer.
- v. Caterers have to pay the electricity charges on actual basis for operating electrical appliances/equipment.
- vi. IIT (ISM) will provide water free of cost to the Caterer.
- vii. The Caterer shall register himself with the Regional Labour Commissioner, Dhanbad as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.
- viii. (a) Caterer shall adhere to the provisions of the Minimum Wages Act and other such acts which are applicable.
(b) Caterer shall ensure that the payment is made to the workers as per Minimum Wages Act to the satisfaction of the licensee.

Terms & conditions mentioned above are accepted

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Signature of the Caterer
Official Seal

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

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

- xxxvi. Sufficient number of counters shall be operational for serving food in each dining hall. The number will be decided as per the student strengths in each dining hall.
- xxxvii. Coupons for guest meals and extra meal shall be sold (given) to the customer on payment basis for the same to the caterer. The price of the same shall be decided by the Mess Committee in consultation with the Caterer.
- xxxviii. Caterer shall keep complaint register in each counter of the messes for lodging complaint by the students.
- xxxix. Caterer shall attend a monthly meeting of the mess committee, failing which a penalty will be imposed.
- xl. The institute reserves the right to appoint more than one caterer for different hostels.
- xli. Hostel administration reserves the right to incorporate any additional term as it will deem fit for the smooth operation of Mess.
- xlvi. The contract is liable to be cancelled at any time if found and/ or reported by students and/ or inspecting team about poor services rendered in the mess. Decision of IIT (ISM) Dhanbad will final and binding in this regard.**
- xlvii. If at any stage the involvement of the Caterer in any uncalled for activity is found, inside or outside the premises of the institute, which may bring disrepute to the institute, the contract is liable to be cancelled by the Competent Authority by giving one month's notice.
- xlviii. In case the caterer wants to terminate the contract, he/she shall have to give a minimum of three months prior notice in writing, failing which performance security will be forfeited.
- li. IIT (ISM) reserves the right to terminate the contract without assigning any reason what-so-ever to the contractor after giving sufficient notice.
- IIT (ISM), Dhanbad may add / modify any terms & conditions in this NIT or in the letter of award of contract at any time. Even after award of contract, IIT (ISM) may add / modify any terms and conditions. All such terms and conditions will be binding at the part of the bidders.
- lii. All disputes shall be within the jurisdiction of Dhanbad Court only.
- Bidders who quote higher price than that of the L-1 (Lowest) bidder (as declared by IIT-ISM), negotiation may be done with those bidders for reducing the price to make it at par with L-1 bidder in order to maintain uniformity of mess charges (fooding) for all inmates in the IIT-ISM campus.

ANNEXURE-II**GENERAL TERMS & CONDITIONS**

1. Offer should be submitted under **TWO-BID** system in two separate sealed cover i.e. “**Technical bid**” and “**Price Bid**”. **Both the Technical Bids and Price Bids should be in two separate sealed envelopes and these two sealed envelopes should be in on bigger envelope. All envelope must contain the Name / Titel of the Tender / Bid and the NIT No.**
2. **Technical Bid:** Technical Bid should contain the following documents/information:
 - a. Tender cost
 - b. Bid Security (EMD).
 - c. Tenders without payment of tender cost and EMD will not be considered.
 - d. All relevant details of offered items and techno-commercial detailed which are necessary to ensure that offer is complete in all respects should be attached with the technical bid documents.
 - e. IIT (ISM) does not bind itself to offer any explanation to those bidders whose Technical Bids have not been found acceptable by the concerned Evaluation Committee of the Institute.
 - f. **Complete tender documents duly sealed & signed.**
 - g. **Annexure – I, II, III, IV, V and VI should be on the letter head of the bidder and should be duly seal & signed with date.**
3. **Price Bid:** Price Bid (as per Annexure – VII) must be neatly typed on the letter head of the bidder and must be duly sealed & signed with date. Price Bid of only those bidders will be opened whose technical bids are declared qualified by IIT (ISM). In this regard, decision of IIT (ISM), Dhanbad will be final and binding. Base price (minimum bidding price for per student for four meals – Breakfast, Lunch, Snacks, Dinner – per day) is fixed as Rs. 93.00 (Ninety Three only) (including taxes). No bid below Rs. 93.00 (including taxes) will be accepted.
4. Offer must be valid for a period of 180 days from the actual date of opening of Price Bid.
5. **Performance Security (Performance Bank Guarantee):** Successful Bidder(s) shall submit an interest free Performance Security (Performance Bank Guarantee) of Rs.50,00,000/- (Rupees Fifty Lakhs only) in the form of Demand Draft or Bank Guarantee preferably from a Nationalized Bank to IIT (ISM). The Bank Guarantee shall remain valid for the period beyond the two months of completion of all contractual obligations. The successful bidder is required to submit the performance Security within Seven Days of issue of letter of award of contract, failing which the EMD of the bidder will be forfeited and letter of award of contract may be cancelled. In case of violation of any terms & conditions of NIT or the award of contract will lead to forfeiture of Performance Security. If submitted by way of Bank Guarantee, the
6. **Conditional offer will not be accepted.**
7. **Institute does not make any advance payment. Any payment will be released against invoice only after satisfactory services to be certified by the Hostel Wardens and DSW subject statutory deductions, penalty deductions etc.**

Annexure - III

CERTIFICATE OF ETHICAL PRACTICES

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

Place:
Date:

(SIGNATURE)
Name of the Caterer
Official seal

Signature of the Caterer
Official Seal

Annexure - IV**Menu of Food to be Served in IIT (ISM) Hostels**

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

Annexure - IV (Continued)**Menu of Food to be Served in IIT (ISM) Hostels**

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

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

Annexure - IV (Continued)

Note:

- I. Toasted Bread + Butter + Jam and Milk (200ml.) + Cornflakes shall be served during breakfast on all days of a week if demanded by any inmate in advance in place of specified menu.
- II. Salad and Pickle shall be served in unlimited quantity during lunch and dinner every day.
- III. Tomato Sauce shall be served on demand during breakfast, lunch, and dinner every day.

- V. Green vegetable to be used in green vegetable curry shall be decided in consultation with mess committee members.
- VI. Rasam shall be served during Lunch & Dinner, if demanded by any student in advance.
- VII. All food items shall be served in unlimited quantities, unless otherwise specified.
- VIII. Patients' diet shall be provided to sick students on demand.
- IX. Mess Committee of the concerned hostel may change the menu in consultation with the Caterer of the hostel.
- X. Curd and milk shall be served to the inmates of the hostel on payment basis.

Annexure - V**Penalties for Violation of Rules, Terms and Conditions**

- i. Non-availability of complaint register on the counter/discouraging students from registering complaints - A monetary fine of Rs.1,000/- will be imposed on the contractor in the first instance and fines of Rs. 5,000/- will be imposed for following violations.
- ii. Failure to adhere to the timing of mess service - A monetary fine of Rs.5,000/- for each incidence.
- iii. Complaints of insects and/or foreign object found in any food item - A monetary fine of Rs.10,000/- will be imposed on the contractor for each incidence.
- iv. Complaints of unclean utensils in a day - A fine of Rs.5,000/- will be imposed on the contractor for each incidence.
- v. Improper cooking of certain meal identified by Mess Committee - A fine of Rs.5,000/- will be imposed on the contractor for each incidence
- vi. Changes in menu of any meal without permission of Mess Committee - A fine of Rs.5,000/- will be imposed on the contractor for each incidence.
- vii. Personal hygiene of workers, misbehaviour by workers etc. - A fine of Rs.5,000/- will be imposed on the contractor for each incidence.
- viii. Non-disposal of waste materials, leftover eatables, etc. in a designated place earmarked by the ISM administration - A monetary fine of Rs.1,000/- will be imposed on the contractor in the first instance and fines of Rs. 5,000/- will be imposed for following violations.
- ix. Absence of proprietor/caterer or his authorized representative in Mess Committee meetings on due invitation - A fine of Rs.5,000/- will be imposed on the contractor for each absence from the meeting.
- x. Using of brands of consumables not mentioned in the contract without prior permission of the Mess Committee - A fine of Rs.5,000/- in the first instance and Rs.25,000/- for the next instances.
- xi. At any time of inspection to be done by any authority of IIT (ISM), if it is found that the caterer does not employ required number of staff and supervisory personnel as prescribed above in point-(viii) and (ix) of Annexure-I, a penalty of Rs. 50,000.00 (Rs. Fifty Thousand) shall be imposed for each such instance of failure.
- xii. In case of deficiencies in the service rendered by the caterer in a hostel, the Dean Students Welfare/Associate Dean Students Welfare, on the recommendation of the Mess Committee of the concerned hostel, may impose a penalty of deduction of one/two full days mess charges of the concerned hostel to be paid to the caterer, depending on the gravity of the situation. The deficiencies may be listed as follows: -**

Annexure - V (Continued)

- a. **Adulteration of food items/Supplying stale/rotten food items/Using raw material for cooking which has crossed the date of expiry**
- b. **Recurrent occurrences of insects and/or foreign objects found in any food item.**
- c. **Recurrent occurrences of use of brands of consumables not mentioned in the contract without prior permission of the Mess Committee.**
- d. **Any other recurring service deficiency not listed above.**

xiii. **Overall Penalty Clause:**

Violation of any terms and conditions as specified in the contract will attract a monetary fine and/or termination of contract, which shall be decided by the Mess committee of the concerned hostel/Central Mess Committee/concerned Hostel Administration/ DSW/ Director, IIT (ISM) Dhanbad.

Accounting and raising of correct mess bill is the sole responsibility of the contractor/caterer. In case of untimely or improper submission of bills will attract a monetary fine as decided by the hostel administration.

As and when a fine is imposed, it will be informed to the caterer/proprietor or his authorised representative in writing.

- xiv. All legal disputes shall be subject to the Jurisdiction of Dhanbad Court only.

Annexure - VI**Brands of Consumables Permissible in Hostel Messes**

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

Format for Price Bid.
(on the letter head of the bidder)Subject: - **Price Bid for Mess Services in ISM Hostels**

Ref. No. Date

Name of the Contractor: _____

Complete Postal Address _____

Telephone No. _____

Mobile No. _____

Email id _____

Bank A/C No. and Name of the Bank (A copy of the cancelled cheque must be attached): ____

Our quotation for the mess service is: Rs. _____ (in words _____)

per student per day (inclusive of applicable taxes) for four meals (breakfast, lunch, snacks, dinner) a day as per prescribed menu of IIT (ISM), Dhanbad.

Bidders who quote higher price than that of the L-1 (Lowest) bidder (as declared by IIT-ISM), negotiation may be done with those bidders for reducing the price to make it at par with L-1 bidder in order to maintain uniformity of mess charges (fooding) for all inmates in the IIT-ISM campus.

Signature of the Proprietor or Authorized Representative

Date: _____

Name of the Signatory: _____

Place: _____

Designation _____

Official Seal

Conditions

- i. If an inmate is absent for a minimum period of continuous four days and informs his period of absence in writing at least 48 hours in advance, no mess charge will be paid for the period of absence of the inmate.**
- ii. For an inmate, maximum 25 days absence in a semester is allowed. However, in case of exceptional circumstances, the Dean Students Welfare may permit an inmate to have a special mess off beyond 25 days in a semester.**
- iii. No advance payment will be made for offering mess services.
- iv. Payment will be made by IIT (ISM) Accounts Section.
- v. Payment will be made on a fortnightly basis and preferably on every alternate Mondays after deducting cost of any services provided by ISM.
- vi. TDS as prescribed by Govt. of India/Govt. of Jharkhand shall be made from the payments of the caterer.
- vii. Base price (minimum bidding price for per student for four meals – Breakfast, Lunch, Snacks, Dinner – per day) is fixed as Rs. 93.00 (Ninety Three only) (including taxes). No bid below Rs. 93.00 (including taxes) will be accepted.
- viii. No increase in the agreed upon price during the Contract Period is admissible.