



Government eProcurement System		eProcurement System Government of India	
		Tender Details	
		Date : 10-Jun-2021 09:03 AM	
		 Print	
Basic Details			
Organisation Chain	Indian Institute of Information Technology Allahabad		
Tender Reference Number	IIIT-A/SP/854 /1259 / 2021		
Tender ID	2021_IIITA_630922_1		
Tender Type	Open Tender	Form of contract	Works
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No
Payment Instruments		Cover Details, No. Of Covers - 2	
Offline	S.No	Instrument Type	Cover No
	1	Bankers Cheque	
	2	Bank Guarantee	
	3	Demand Draft	
	4	R-T-G-S	
	5	FDR	
	6	NEFT	
			Cover
			Document Type
			Description
	1	Fee/PreQual/Technical	.pdf
			DULY SIGNED AND STAMPED COPY OF SUBMIT ALL THE DOCUMENTS RELATED TO ELIGIBILITY CRITERIA MENTION 3.
			.pdf
			SUBMIT ALL THE RELEVANT DOCUMENTS AS PER TENDER DOCUMENTS REQUIRED.
	2	Finance	.xls
			PRICE SCHEDULE
Tender Fee Details, [Total Fee in ₹ * - 0.00]		EMD Fee Details	
Tender Fee in ₹	0.00	EMD Amount in ₹	25,00,000
Fee Payable To	Nil	EMD through BG/ST or EMD Exemption Allowed	Yes
Fee Payable At	Nil	EMD Fee Type	fixed
Tender Fee Exemption Allowed	No	EMD Percentage	NA
		EMD Payable To	PRAYAGRAJ
		EMD Payable At	IIIT ALLAHABAD
Work /Item(s)			
Title	Integrated Hostel and Mess management services		

Work Description	Integrated Hostel and Mess management services				
Pre Qualification Details	AS PER TENDER DOCUMENTS				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	No				
Tender Value in ₹	0.00	Product Category	Miscellaneous Services	Sub category	HOSTEL MANAGEMENT SERVICES
Contract Type	Tender	Bid Validity(Days)	120	Period Of Work(Days)	365
Location	IIIT ALLAHABAD	Pincode	211015	Pre Bid Meeting Place	IIIT ALLAHABAD
Pre Bid Meeting Address	IIIT ALLAHABAD PRAYAGRAJ	Pre Bid Meeting Date	21-Jun-2021 10:00 AM	Bid Opening Place	IIIT ALLAHABAD
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates			
Publish Date	10-Jun-2021 05:00 PM	Bid Opening Date	02-Jul-2021 04:00 PM
Document Download / Sale Start Date	10-Jun-2021 05:00 PM	Document Download / Sale End Date	01-Jul-2021 12:00 PM
Clarification Start Date	10-Jun-2021 05:00 PM	Clarification End Date	23-Jun-2021 10:00 AM
Bid Submission Start Date	10-Jun-2021 05:00 PM	Bid Submission End Date	01-Jul-2021 12:00 PM

Tender Documents					
NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	TENDER DOCUMENTS	1292.07	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	BOQ	BOQ_663881.xls	PRICE SCHEDULE	291.50
	2	Tender Documents	TENDERDOC100621.pdf	TENDER DOCUMENTS	1279.81

Auto Extension Corrigendum Properties for Tender		
Iteration	No. of bids required for bid opening a tender	Tender gets extended to No. of days
1.	2	10
2.	2	7
3.	2	5

Bid Openers List			
S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	jayant@iita.ac.in	Jayant Biswas	JAYANT BISWAS
2.	vijayk@iita.ac.in	Vijay Kumar Chaurasiya	VIJAY KUMAR CHAURASIYA
3.	niranjan@iita.ac.in	NIRANJAN KUMAR	Niranjan kumar

GeMARPTS Details	
GeMARPTS ID	GBOB47JKHAL2
Description	INTEGRATED HOSTEL MANAGEMENT AND MESS SERVICES
Report Initiated On	24-May-2021
Valid Until	23-Jun-2021

Tender Inviting Authority

Name	AR PURCHASE
Address	AR PURCHASE IIIT ALLAHABAD

Tender Creator Details

Created By	NIRANJAN KUMAR
Designation	Assistant Registrar(Purchase)
Created Date	24-May-2021 11:14 AM



Ref. No.: IIIT-A/SP/854 /1259 / 2021

Date: June 10, 2021

NOTICE INVITING TENDER (E-PROCUREMENT MODE)

1. E-bids are invited through **Central Public Procurement Portal (CPPP)** under two-bid system for the “**Integrated Hostel and Mess management services**” at Indian Institute of Information Technology, Allahabad.

Indian Institute of Technology IIIT-Allahabad is desirous to have integrated hostel and mess management services for the smooth and quality operations of hostel and mess at IIIT-Allahabad. For this purpose, IIIT-A intends to have an innovative and visionary integrating management services vendor for the “Integrated Hostel and Mess Management services at IIIT-Allahabad

Request for Quotation (RFQ) is invited on behalf of the Director, IIIT-Allahabad from reputed hostel and mess management service vendors for providing the “Integrated Hostel and Mess Management services at IIIT-Allahabad”. The services must be applicable for 2000 \pm 10% users.

The complete Bid document may be downloaded from CPPP and IIIT-A website (<https://iiita.ac.in/tenders.php>). Physical bids will not be accepted.

TENDER SCHEDULE

Date of issue/publishing	:	10/06/2021
Document download/sale start date	:	10/06/2021
Document download/sale end date	:	01/07/2021 (till 12:00 noon)
Last date and time for uploading bids	:	01/07/2021 (till 12:00 noon)
Pre-bid meeting	:	Through video conferencing on 21/06/2021. Further details will be updated on the Institute website.
Last date and time for receipt of queries	:	23/06/2021 (till 10.00 am)
Date of issuing corrigendum, if any	:	25/06/2021
Date and time of Bid opening	:	02/07/2021 (04.00 PM)
Bid Security (Earnest Money)	:	<ul style="list-style-type: none">• Bid Security fee is Rs.25,00,000/- (Twenty Five lakh only) (see Bid Security details given below).• Any bid without Bid Security will not be considered unless it qualifies for exemption (see Details of Bid Security given below).
Performance Security	:	3% of total contractual value valid beyond two months of the contract period
Warranty	:	See Technical Specifications
Number of covers	:	2
Bid validity period	:	120 days from the date of opening of tender
Address for communication	:	Store & Purchase Section IIIT- Allahabad, Deoghat Jhalwa, Prayagraj – 211015
Contact number	:	Tel: 0532-2922061
Email address	:	Bidder may submit their Queries/Clarification , if any, latest by 23/06/2021 (till 10.00 am) through cpp portal. Queries/Clarification sent to any other Email ID will not be entertained.

Note: If any of the above days happens to be an IIITA's holiday, the next working day shall be implied.



2. **Details of Bid Security:**

- a. Bid Security may be provided through direct transfer (RTGS/NEFT), Account Payee Demand Draft, Fixed Deposit Receipt, Banker's cheque or Bank Guarantee from any of the Commercial Banks. If Bid Security has been submitted by any other mode than NEFT/ RTGS, then hard copy of the Bid Security has to be sent by Registered Post. It should reach IIITA Campus before the bid submission deadline to the name of Jt. Registrar (Store & Purchase), Indian Institute of Information Technology Allahabad, Deoghat, Jhalwa, Prayagraj, Pincode-211015. In envelope super scripted the tender Id or tender reference Number and with company full address.
- b. The details for payment are as follows:

Account Name : IIIT A EMD And Security Deposit Account
Bank name : Punjab National Bank
Address : Pipalgaon Branch, Allahabad, Prayagraj
Account No. : 8636000100031943
IFSC Code : PUNB0863600

Validity : The Bid Security is to remain valid for a period of 45 days beyond the final bid validity period.

- c. **Exception for Bid Security:** Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprise (MSMEs) or are registered with the Central Purchase Organization or Concerned Ministry or Department or Startups as recognized by Department of Industrial Policy and Promotion are exempted from BID SECURITY. Such bidder needs to submit relevant certificate issued by competent authority along with technical bid of tender.
3. Complete Bidding document is available in Government of India's E-tender website. The bids should be submitted through the same website (<https://eprocure.gov.in/eprocure/app>). All amendments, time extension, clarifications etc. will be uploaded in the CPPP website and www.iiita.ac.in and it will not be published in newspapers.
 4. Bidders should regularly visit the above websites to keep themselves updated.
 5. Bidder may note that Bid shall be submitted on the basis of "ZERO DEVIATION" and shall be in full compliance to the requirements of Bidding Document, failing which bid shall be considered as non-responsive and may be liable for rejection.
 6. The Director of IIIT-Allahabad, Prayagraj reserves the right to reject any or all the bids, or cancel the tender, without assigning any reason and the decision of the Director; IIIT-Allahabad, Prayagraj shall be final and binding.

(Store & Purchase Section)



1 INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidder in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <http://eprocure.gov.in/eprocure/app>.

1.1 REGISTRATION

- 1.1.1 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
- 1.1.2 As part of the enrolment process, the bidder will be required to choose a unique username and assign a password for their accounts.
- 1.1.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 1.1.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra / Capricon etc.), with their profile.
- 1.1.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 1.1.6 Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

1.2 SEARCHING FOR QUOTATION /TENDER DOCUMENTS

- 1.2.1 There are various search options built in the CPP Portal, to facilitate bidder to search active Tender by several parameters. These parameters could include tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tender, wherein the bidder may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 1.2.2 Once the bidder has selected the tender they are interested in, they may download the required documents schedules. The tender can be moved to the respective ‘My Tender’ folder. This would enable the CPP Portal to intimate the bidder through SMS / e-mail in case there is any corrigendum issued to the Tender document.
- 1.2.3 The bidder should make a note of the unique Tender ID assigned, in case they want to obtain any clarification / help from the Helpdesk.

1.3 PREPARATION OF BIDS

- 1.3.1 Bidder should take into account any corrigendum published on the Tender document before submitting their bids.
- 1.3.2 Please go through the Tender / Tender advertisement and the Tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 1.3.3 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Quotation document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.



- 1.3.4 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidder. Bidder can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

1.4 SUBMISSION OF BIDS

- 1.4.1 Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 1.4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the Tender document.
- 1.4.3 A standard BoQ format has been provided with the Tender document to be filled by all the bidder. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidder are required to download the BOQ file, open it and **complete the white colored (unprotected) cells** with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

OR

In some cases, Financial Bids can be submitted in RAR format as well (in lieu of BOQ).

- 1.4.4 The server time (which is displayed on the bidder’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidder, opening of bids etc. The bidder should follow this time during bid submission.
- 1.4.5 All the documents being submitted by the bidder would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128bit encryption technology. Data storage encryption of sensitive fields is done.
- 1.4.6 The uploaded Tender documents become readable only after the Tender opening by the authorized bid openers.
- 1.4.7 Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 1.4.8 Kindly add scanned PDF of all relevant documents duly signed in a single PDF file of compliance sheet.

1.5 ASSISTANCE TO BIDDER

- 1.5.1 Any queries relating to the Tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a Tender or the relevant contact person indicated in the Tender.
- 1.5.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

1.6 GENERAL INSTRUCTIONS TO THE BIDDER

- 1.6.1 The Tender will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidder is required to upload all the documents in .pdf format.



- 1.6.2 Possession of a Valid Class- III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link “Information about DSC”.

1.7 COST OF BIDDING DOCUMENTS

- 1.7.1 The vendor (bidder) shall bear all costs associated with the preparation and submission of its bid and IIITA will in no case be held responsible or liable for the costs, regardless of the conduct or outcome of the bidding process.



2. Scope of work

The integrated hostel and mess management services must be applicable for **2000 ±10% users**. This work primarily includes

- i. Hostel operations
- ii. Hostel housekeeping
- iii. Care-taking operations
- iv. Mess Catering Services
- v. Hostel safety and security
- vi. Value added services

3. Eligibility criteria

The bidder must be a reputed and experienced integrated hostel and mess management service provider i.e.

- i. The bidder or its parent organization should be having at least 05 years' experience in carrying out similar works i.e., hospitality and dining services.
- ii. The bidder or its parent organizations should have average turnover of INR05 (Five) crore during the last five financial years.
- iii. The bidder or its parent organization should not be blacklisted by any Central Govt./State Govt./PSU/Govt. bodies.
- iv. The bidder must be registered with Commercial Tax Department, having valid GSTIN number.

4. Selection Process

The selection is two stages evaluation process based on the QCBS (quality and cost-based selection) having 60% weightage for technical bid and 40% based for financial bid.

4.1. First Stage: The evaluation of technical bid

The technical bid will be opened first. The evaluation of the technical bid will be based on the following compliance categories. The maximum marks for each category are indicated. The minimum qualifying marks will be 60% in each of the section. Technical qualification will be on the basis of minimum qualifier followed by the site inspection.

4.1.1. For technical evaluation

The technical evaluation will be based on the following criteria:

	Compliance Categories	Maximum Score
A.	Vendor Operational Experience	30
B.	Mess and Value-Added Services	50
C.	Hostels Housekeeping	50
D.	Safety and Security	40
E.	Design & Beautification of Dining Hall/Hostels	40
F.	Technology Driven Efficient and Transparent hostel/Operations	20
G.	Implementation and Work Plan	20
	Total	250



A. Vendor Operational Experience (Maximum Score: 30)

S. No.	Criteria	Maximum Score	Additional Details and Supplementary Evidence
1.	The bidder or its parent organization should be in the business of providing services	10	Experience \geq 5 years-5 points Experience \geq 7 years-10 point
2.	The bidder or its parent organization turn over during last five financial years	10	\geq INR-05 crores: 5 point \geq INR-15 crores: 7 point \geq INR-25 crores: 10 point
3.	The bidder should have experience in managing and operating a minimum of 1,000 beds	5	\geq 1000 beds – 3 points \geq 2000 beds– 4 points \geq 4000 beds – 5 points
4.	The bidder should have experience in providing similar services to other IITs /IITs/ NITs or public institutions	5	Experience Yes – 5 Points No – 0 Points

B. Mess and Value-Aided Services (Maximum Score:50 Points)

Applicant vendors are instructed to attach a detailed document covering the following technical requirement for mess operation.

S. No.	Criteria (Decision of the Committee on award of marks would be final)	Max Marks
01	Please attach Plan of Operation/SOP/Working Plan Methodology from food preparation to disposal. A presentation is also required. (To ensure quality food, mess hygiene, sensible waste management)	10
02	Please attach details of different types of Mess audits you will undertake to ensure the safety and hygiene guidelines are being followed in the Mess dining hall and kitchen. Please include sample audit reports and methodology used in these audits.	10
03	Please provide your plan for implementing Value added Services such as 1. Self-service vending machines 2. Healthy and fast food snacks counters 3. Etc./ any other extra facilities Note: Self-Service Vending Machine should be re-stocked regularly, with non- perishable food items,	10
04	Feedback from Previous/Other working Sites	05
05	Please provide organization chart for the mess and worker student ratio to ensure smooth operation of mess.	10
06	Vendor is expected to implement a mess attendance system to ensure that there is no leakage (against perpetrators and trespassers) and to ensure proper accounting of food consumed. Please include details of your system (digital/mobile or manual)	05

C. Hostel Housekeeping (Maximum Marks: 50)

S. No.	Criteria (Decision of the Committee on award of marks would be final)	Max Marks
01	Please attach Housekeeping SOP (Standard Operating Procedure) that explicitly cover standards to be maintained for: 1. Rooms 2. Corridors, Stairways and Lobbies 3. Common Washrooms	10



	<p>4. Dining and Mess Area</p> <p>5. Common room and Recreation Area (e.g. Gym etc) Please specify cleaning frequency for each of these cleaning areas and use of housekeeping automation to drive efficiency.</p>	
02	Please provide details of any Support and Complaint Resolution System (To ensure good service throughout the year) to address complaints of students.	10
03	Please provide Key Performance Indicators (KPIs) that you will monitor for Housekeeping including corrective actions that will be undertaken when KPIs are not met.	10
04	Please provide the profile of the housekeeping supervisor (S) who will oversee operation and housekeeping.	10
05	Please provide a detailed scope /checklist of Repair and Maintenance items that you will cover as part of the Housekeeping facilities management	10

D. Safety and Security (Maximum Marks: 40)

S. No.	Criteria (Decision of the Committee on award of marks would be final)	Max Marks
01	Please attach safety and security SOP (standard Operating Procedure) for the safety and security of the students at boys and girls hostel respectively	10
02	Please provide Key Performance Indicators (KPIs) that you will monitor for Safety and Security of students and hostels, including corrective actions that will be taken when KPIs are not met.	10
03	Please attach a detailed plan about technology utilization in ensuring security of hostels and student safety (including personal safety)	10
04	Please provide a man –power plan (clearly stating the number of security staff deployed per hundred students +/- (10%)) for meeting the Institute Service Level Agreements on Security. Please provide profile of the Security Supervisor(s)	10

E. Design & Beautification of Dining Hall/Hostels (Maximum Marks: 40)

S. No.	Criteria (Decision of the Committee on award of marks would be final)	Max Marks
01	Vendor is expected to take up the design and beautification of the Dining Halls in the Mess area. Please provide your design proposal and justification of how the proposal will benefit the students.	20
02	Vendor is expected to take up the design and beautification of the Hostel reception and common areas included but not limited to the following: <ul style="list-style-type: none"> i. Hostel Front Office/Reception ii. Gym iii. Recreational Area iv. Lobbies v. Common Areas 	20

F. Technology Driven Efficient and Transparent hostel Operations (Maximum Marks: 20)

S. No.	Criteria (Decision of the Committee on award of marks would be final)	Max Marks
01	Please provide SOPs and KPIs for all the technology services that you will provide for efficient and transparent hostel operations (Boys and Girls).	10
02	Please provide a detailed workflow of how students and institutions can raise service tickets for repair and complaints and resolution mechanism.	10



G. Implementation and Work Plan (Maximum Marks:20)

S. No.	Criteria (Decision of the Committee on award of marks would be final)	Max Marks
01	Please provide detailed project plan describing all the activities that will be undertaken, from project kick-off to making the project operational	10
02	Please provide a detailed Organization Chart listing all the man-power roles and their reporting structures.	10

4.2. Stage 2: Evaluation of Financial Bid

In consideration of services mentioned above, the bidder shall provide the cost in the format given which is available at CPP Portal as BOQ (Financial Bid) in excel format:

A. Cost

Sl. No.	ITEM
Fixed Cost	
1.	Designing of student living space and Technology operations (annual)
2.	Hostel and Dining Hall housekeeping services (annual) (Please refer the drawing of the hostel for room area, corridor area, toilet areas)
3.	Safety and security services (annual)
Variable Cost	
4.	Mess charges per student per month*
	Meal-wise cost: Breakfast: Lunch: Evening Snacks: Dinner: Cost of Non-veg item (125 gm during dinner (optional)
Total Cost	
5.	Total (1+2+3+4)*(applicable for 12 months)
6.	Dining price of faculty & Staff (Optional) Breakfast: INR xx, Lunch: INR xx, Evening Snacks: INR xx, Dinner: INR xx

B. Projection of capital investment

Sl No	ITEM
1.	One time capital investment by the agency
2.	Repair and maintenance per bed per annum

4.3. Final Evaluation

- i. The Financial bid of those bidders will be opened who will be declared technically qualified.
- ii. The lowest price bid in case A will be awarded as 80 marks in the evaluation of financial proposal, others bidders will get the marks in reverse proportion to their price bid proportional to the lowest price bid.

For example:

The lowest price bid of vendor P = INR X



The price bid of vendor Q = INR Y

The Score of vendor P in financial proposal = 80

The score of vendor Q in financial Proposal = 80* X/Y

- iii. The Highest price bid in case of B will be awarded as 20 marks in the evaluation of financial proposal, others bidders will get the marks in reverse proportion to their price bid proportional to the lowest price bid.

For example:

The Highest price bid of vendor P = INR X

The price bid of vendor Q = INR Y

The Score of vendor P in financial proposal = 20

The score of vendor Q in financial Proposal = 20 * Y/X

- iv. Both the score at (ii) and (iii) above will be added and marks will be awarded out of 100.
- v. The total score will be computed on the basis of QCBS (60% weightage to technical bid score and 40% weightage to financial bid score).
- vi. The work will be awarded to the highest scorer bidder.
- vii. For (A) L-1 will be decided on the basis of price quoted from sl no ii to v and awarded 80 points
- viii. For (B) H-1 will be considered for 20 points
- ix. Invoicing will be monthly
- x. Payment terms- Within 15 days of the submission of Invoice

5. Period of validity of Bids

The bid shall be valid for a period of 120 days from the date of opening of bid and the rates will be applicable for a period of one academic year from date of award of contract. The quoted rates should take into account inflation and no increase in prices would be allowed during the said one-year period from date of award of contract.

6. General Terms & Conditions

- i. Prices must be quoted in Indian Rupees (INR) plus taxes applicable separately.
- ii. The amount is required to be quoted both in figures and in words, in case of discrepancy, the amount quoted in words will be taken as final.
- iii. The RFQ form must be accompanied with the transaction details of earnest money deposit (EMD) of Rs.25,00,000/- (Twenty Five Lacs Only) to **IIIT ALLAHABAD** account.
- iv. RFQ form without EMD details will be REJECTED.
- v. NSIC/MSME registered bidders must submit copy of valid NSIC/MSME Registration Certificate for exemption of EMD & Tender fee.
- vi. The Firm shall not employ any person below 18 years of age.
- vii. Late, conditional and incomplete RFQ/tenders shall be rejected.
- viii. The Firm should have requisite licenses/permits; GSTIN No. from the Government to run the



mess on contract basis. Please attach relevant documents.

- ix. The maintenance of kitchen/cooking equipment will be sole responsibility of the vendor; the same will be accounted back in working condition failing which the amount on account of loss and/or repair thereof will be recovered from the final bill(s) at the time of termination of the contract.
- x. Initially the offer could be given for one year. The offer is extendible year on year basis on the basis of performance and feedback on mutually agreed basis.
- xi. If at any stage the involvement of the vendor 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 terminated by the Competent Authority by giving fifteen days' notice. In case the Vendor wants to terminate the contract, he/she has to give minimum two months' notice.
- xii. The vendor has to pay electricity bill of mess kitchen on actual consumption as per **IIIT ALLAHABAD** Tariff & Rules. The license fee of the mess premise of **Rs. 5000/- (Rupees Five thousand only)** per month per Mess excluding GST.
- xiii. The rates will be applicable for a period of one year from date of award of contract. The quoted rates should take into account inflation and no increase in prices would be allowed during the said one-year period from date of award of contract and there may be an increase up to 05% in the price of every year.
- xiv. 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.
- xv. The vendor will not be permitted to franchise / sublet the Hostel Mess for any other commercial activity. In case same is reported may lead to cancellation of the contract and EMD will be forfeited.
- xvi. No person with any adverse/offensive police record will be allowed to work in the Hostel Mess.
- xvii. All safety measures are to be provided by the vendor himself/themselves.
- xviii. Any change like timing of operation, rates of items and any additional item to be included in the Mess will require the permission of the Chairman (Council of Wardens)
- xix. The Vendor will ensure and comply with the provisions of various municipal and other Rules/Regulations/Laws of the Central/State/UT Government in respect of wages and other benefits to his employees.
- xx. This Institute shall not be the party in case of any dispute that takes place between the Vendor and his employees or among vendors and any firm outside to whom the vendor is dealing for mess running goods etc.
- xxi. Dispute, if any, shall be subject to the jurisdiction of Prayagraj Courts only.
- xxii. The health of workers shall be the responsibility of the vendor, Labour employed shall not have any communicable disease, and Medical certificate to this effect shall be submitted annually by the vendor.
- xxiii. The vendor shall follow all the compliance of all the labour laws for its housekeeping security and



mess staff.

- xxiv.** Authorities of IIT ALLAHABAD reserve the right to reject any or all the RFQ/Applications without assigning any reason thereof.
- xxv.** Earnest money will be forfeited on non-acceptance of the offer.
- xxvi.** The successful bidder shall submit a security bond as a PBG (Performance bank Guarantee) as per the institute norms to take care any failure during contract period.
- xxvii.** The EMD of the unsuccessful bidders will be returned after the selection of the successful bidder and placement of work order.
- xxviii.** The EMD may be forfeited:
 - a) If a Bidder withdraws its bid during the period of bid validity;
 - b) If at any stage it is proven that the information given by the bidder is incorrect;
 - c) In case of a successful Bidder, if the bidder fails to start the services within the stipulated time
- xxix.** Failure of the successful bidder to comply with the requirements of the RFQ document shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security, in which event the Director IIT or competent authority IIT-ALLAHABAD may make the award to the next lowest bidder or call for new bids.
- xxx.** The contractor should follow and strictly adhere to the guidelines and protocol prescribed by the Government (time-to-time) for running of the Mess Services for all the COVID and other pandemic related matters.

7. Termination of contract on Default

The Institute may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part:

- i. If the Supplier fails to perform any other obligation(s) under the Contract.
- ii. If the Supplier, in the judgment of the Institute has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- iii. For the purpose of this Clause:
- iv. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- v. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Tendered (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;"

8. Penalty

Chairman, COW/Wardens/any authorized person deputed by IIT-ALLAHABAD at all the time reserve the right to inspect the mess, kitchen hostel or any process without any prior notice. In case of any discrepancy (in terms of



palatability of food, partially cooked food, using sub-standard material, hygiene, etc.) and in term of service rendered or any case of negligence, appropriate penalty as decided by the committee will be levied and will be deducted from the monthly bill.

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

Rule Violation	Minimum Fine per complain (plus GST 18% on penalty amount)
Non-availability of complaint register on the counter / discouraging students from registering complaints and short deployment of manpower	Rs. 10,000/-
Insects cooked along with food	UptoRs. 25,000/-
Soft objects like hair, rope, plastic, cloth etc. in food	Rs. 10,000/-
Any complaint of stones / pebbles of diameter more than 2 mm	Rs. 16,000/-
Hard and / or sharp objects like glass pieces, nails, hard plastic etc.	Rs. 20,000/-
Three or more complaints of unclean utensils in a week	Rs.10,000/-
If mess council in consultation with students in present mess agrees that certain item of a meal was not cooked properly.	Rs. 10,000/-
Food Poisoning	Rs. 2 lakhs or more, cancellation of contract and possible blacklisting of the caterer as decided by the Institute. Action as per law.
Timings mentioned in the tender or decided with the respective council should be followed strictly, Failing this	Rs. 16,000/-
Changes in menu of any meal without information to the mess committee of the hostel.	Rs.16,000/-
If the quality of milk is not found up to be appropriate, or it is diluted.	Rs. 20,000/-
Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.	Rs. 15,000/-
Failure to maintain a proper health checkup of the workers	Rs. 20,000/-
Using brands not mentioned in the contract without prior permission and adulteration	At least Rs20,000/-
Non maintenance of gas cylinders/ gas pipelines	At least Rs 20,000/-
Any other cases of mismanagement as decided by CoW	At least Rs 20,000/-

9. Mess Operation

9.1. Mess Menu

The menu for breakfast, lunch, dinner and evening tea and snack is as follows.

9.1.1. Breakfast: The vendor would provide following mandatory items in breakfast everyday



Item	Quantity
White/Brown Bread	Maximum 6 pieces
Butter	10 Gms.
Jam	10 Gms.
Unadulterated Milk	250 ml.
Sprouts	Unlimited
Only Butter if no Jam	15 Gms.
Only Jam if no Butter	20 Gms.
Tea and Coffee	150ml.

- i. Dalia and Oats(Namkeen/Sweet) will be served twice a week in unlimited quantity.
- ii. Corn/Choco Flakes will be served 50 Gms. thrice in a week.
- iii. The vendor will provide 4 items in a week from **List-1** and 6 items in a week from **List-2** in breakfast in unlimited quantity but not item should repeat more than 2 times in a week.
- iv. The choice of item will be decided by consulting with Mess Committee Members.

List-1: Aloo Paratha, Veg Sandwich, BesanChilla, Aloo PyazPakode, PavBhaji, Kachori, Fruits, Boiled egg, Omlete, Black Chana Chaant, Bread Rolls, Veg Cutlets, Aloo Puri, Bread Pakora, MethiDaal Paratha.

List-2: Poha, Jalebi, Samosa, Pasta, FriedIdli, Idli Sambhar, Upma, CholeKulcha, Nutri Kulcha, Sevaiyan, Vada Sambhar, Uttapam.

9.1.2. Lunch:The vendor would provide following mandatory items in Lunch everyday

Monday,	Curd/Raita	150 grams
Tuesday,	Rice	Unlimited
Thursday,	Green Salad	Normal
Friday,	Roti	Unlimited
Sunday	1 item from list 3	Unlimited
	1 item from list 4	Unlimited
Wednesday	Biryani/Egg Biryani, Mix Raita, Roti, Dal	Unlimited
Saturday	CholeBhature, Yellow Rice, Salad,Raita, Pickle	Unlimited

9.1.3. Dinner:The vendor would provide following mandatory items in Dinner everyday

Monday	Curd/Raita	150 grams
Tuesday	Rice	Unlimited
Thursday	Green Salad	Normal
Friday	Roti	Unlimited
Saturday	1 item from List 3	Unlimited
Sunday	1 item from List 4	Unlimited



	Dessert (4 times in a week)	1 piece or 1 spoon
Wednesday	Kadhai Paneer (125 gm), Rice, Mix Veg, Roti, Chicken (125 gm, paid basis for non-veg.)	Unlimited except paneer item and non-veg item
Sunday	Shahi Paneer (125 gm), Rice, Veg. Fried, Poori, Kadhai chicken (125 gm, Paid basis for non-veg)	Unlimited except paneer item and non-veg item

List 3: Chhole, PindiChhole, DaalMakhni, Rajma, Mushroom, DaalTadka, DaalMasoor, Dal Chana, Dal Moong, Chilka, PavBhaji, PalakKofta, Soyabean Chop, Kadhi.

List 4: PalakKofta, Loki Kofta, Dum Aloo, Aloo Bhurji Fry, Aloo Pyaz, Aloo Gobhi, PavBhaji, Loki Kofta, Dum Aloo, Aloo Bhurji Fry, Rajma Mushroom, Aloo Pyaz Paratha, Aloo Gobhi Mix Veg (without paneer) seasonal veg.

- i. Papad/Gud Should be provided once in a week.
- ii. Desert will include Banana/Mango Shake, Rasgulla, GulabJamun, Ice-Cream, Custard, Kheer or any other item with mutual consultation of contactor and Hostel Mess Committee such that the total cost of desert for the week should be about Rs. 70/- (Rupees Seventy only) per person.
- iii. The list of items will be decided by the Mess Committee Members.

9.1.4. Additional items on extra payment basis

These may include fried rice, halwa (carrot, suji, dal), RasMalai etc. Additional items on extra-payment may be made available with prior approval after mutually consulting the Chairman, CoW/Wardens/Mess Committee along with their rates.

9.1.5. Tea Time/Beverages with lite snacks

Tea (150ml) with light snacks should be served regularly during winters and cold beverages from following list should be served during summers accordingly, Vendor might serve both if want after mutually discussing with Mess Committee Members:

Lemonade	Not more than thrice a week	200ml.
Iced Tea/Lemon Tea	Not more than thrice a week	200ml.
RoohAfza/Rasna	Once in a week	200ml.
Watermelon sqush	Once in a week	200ml.

9.1.6. Timings

The following timings will be followed

Breakfast: 7:30 AM to 9:30 AM on weekdays (8:00 AM to 10:00 AM on Sat, Sun and Institute Holidays)



Lunch: 12:30 Noon to 2:30 PM

Tea: 4:30 PM to 5:30 PM on all days

Dinner: 7:30 PM to 9:30 PM on all days

The above schedule is subject to change by the order of Chairman, CoW/ Wardens.

9.1.7. Note on the Menu

- i. Variety and culture must be ensured in meal.
- ii. No same dal type must be served more than twice during a week.
- iii. Same Vegetable must not be served more than twice during a week.
- iv. The content of potato must not be more than 25% except when potato vegetable is identified in menu.
- v. The detailed daily meal-wise menu specifying the dals and vegetables to be served will be identified in the beginning of each month by the students' Mess Committee in consultation with the vendor. It will be mandatory for the vendor to serve this menu. In case of any difficulty in the same, Mess Committee must be informed well in the time.
- vi. The vendor will be required to provide khichari or any other suitable item including boiled vegetables etc. for sick resident(s) in lieu of the regular meal.
- vii. For residents Observing fast the vendor will provide substitute item in lieu of the regular meal after a minimum number of 15 residents ask for the substitute meal.
- viii. Certain branded items like cold drinks, biscuits, chocolates, chips etc. may be stocked by the vendor and sold to the residents at the normal market price on payment by cash or coupon during breakfast, lunch, tea time and dinner.

10. Quality of ingredients and other items (indicative items only):

Sl. No.	Items	Brand
1.	Wheat Flour Packed	Saktibhog/Ashirvad/Patanjali/Fortune
2.	Baisan	Saktibhog/Ashirvad/Patanjali/Fortune
3.	Dalia	Saktibhog/Ashirvad/ Patanjali/Fortune
4.	Maida	Saktibhog/Ashirvad/ Patanjali/Fortune
5.	Suji	Saktibhog/Ashirvad/Patanjali/Fortune
6	Arhar Dal	(Patka, Sadi)
7	Chana Dal	Loose
8	Desi Chana	Loose
9	Hara Matar	Green Valley or equivalent
10	Kabuli Chana (Large)	Loose-Medium
11	Lobia (Big)	Loose
12	Masoor Lal	Loose



13	Masoor Kali	Loose
14	Moong Chhilka	Loose
15	Moong Dhuli	Loose
16	Moong Sabut	Loose
17	Rajma GradeI	Loose
18	Rice Basmati (MiniDubar Quality)	Indiagate/Kohinoor/Daawat
19	Rice Golden Sela	Indiagate/Kohinoor/Daawat
20	Bhuna Chana	Loose
21	Layee	Loose
22	Safed Matar	Loose
23	Soyabean Bari	MDH/Nutrela/Lijjat
24	UradChilka	Green/Black
25	UradDhuli	Loose
26	UradSabut	BkakSadi
27	Ice Cream	Amul/Mother Dairy/Vadilal/Creambell
28	Cheese	Amul/Mother Dairy/Britannia
29	Desi Ghee	Amul/Mother Dairy/Britannia/ Patanjali
30	Musterd Oil (Ag)	Fortune 15kg/15Lt/ Patanjali
31	Refined Oil	Fortune/ nutrela
32	Chili Sauce	Kisan/Maggi/Tops
33	Jam	Kisan/Maggi/ Pan/ Tops/ Safal brand/ Del monte
34	Mishrambu	(KesariyaBadam)
35	Thandai	guruji
36	Roohafza	Hamdard
37	Milk(Packed milk only)	Amul/Parag/Mother dairy
38	Soya Sauce	Tops/Kissan/Del Monte
39	Tomato Sauce	Maggi/Kissan/Del Monte
40	Vinegar KaPaani	Tops
41	Coffee	Nescafe/Bru/ Tata
42	Tea	Tata Premium/Brooke Bond/Lipton/Taaza
43	Chiraunji	Loose
44	Chhuara	Loose
45	Gari Gola	Loose
46	Gari Powder	Manglam
47	Kismish	Green
48	Kaju	Two piece



49	Makhana	Amul/Mother Dairy /Govardhan
50	Achar(Mixed)	Nilon's/Tops/Mother's
51	Achar(Mango)	Lijjat/Nilon's/Tops/Mother's
52	Custerd Powder	Wiekfield/BP
53	Cheora	Shaktibhog
54	Corn Flakes	Meakins/Kellogg's
55	Chowmeen Packed	Maggi/Yippee
56	Chowmeen	Maggi/Yippee
57	Namkeen	Haldiram/Bikaner
58	Mongphali Dana	Loose
59	Papad	Lizzat
60	Siwai	Bombino/MTR
61	Sabudana	
62	Amchoor Powder	Everest/MDH
63	Ajwain	Everest/MDH
64	Arrarot	Everest/MDH
65	Ajeenomoto	Agmark
66	Baking Powder	Catch/everest/MDH
67	Beej(Tarbuz)	Loose
68	Beej(Kharbuz)	Loose
69	BadiIlaichi	Loose
70	Dalchini	Loose
71	Haldi Powder	Badshah/MDH/Everest/Patanjali
72	Dhania Powder	Badshah/MDH/Everest/ Patanjali
73	DhaniaKhada	Loose
74	Gur	Loose
75	HeengDibiya 50gm	MDH/Everest
76	Javitri	Loose
77	Jaiphal	Loose
78	Jeera(Safed)	Everest/catch
79	Jeera(Siyah)	Loose
80	Kabawchini	Loose
81	Kashmiri Mirch	MDH
82	KasooriMethi	MDH
83	Kali Mirch(Sabit)	Everest/Catch/MDH
84	Mirch Safed (Pisi)	MDH/Catch/Everest



85	Kala Namak (Powder)	
86	Laung	Loose
87	Makroni	
88	Mirch (Powder)	MDH/Everest/Catch
89	Mirch(Khada)	MDH/Everest
90	Mangrail	Goldiee/Tripti
91	Misri (Crystal)	Loose
92	Methi	Everest/MDH
93	NamakSada	Tata/Nature Fresh
94	Nagkeshar	Loose
95	Posta Dana	Goldiee/Tripti
96	PanchPhoran	Goldiee/Tripti
97	Rayee	Ashok/Goldie/Tripti
98	Rang	Ajanta
99	Saunf (Moti)	Goldiee/Tripti
100	Saunf (Mahin)	Goldiee/Tripti
101	Soda Sweet	Weikifield
102	Safed Ilaichi	Local
103	Sugar (White)	Loose
104	Tejpatta	Loose
105	SendhaNamak	Local
106	Cholla Masala	MDH/Everest/Catch
107	Chat Masala	MDH/Everest/Catch
108	Damalu Masala	MDH/Everest/Catch
109	Garam Masala	MDH/Everest/Catch /Patanjali
110	Kachauri Masala	MDH/Catch /Everest
111	Kichenking Masala	MDH/Catch /Everest
112	Meat Masala	MDH/Everest/Catch
113	Matar paneer Masala	MDH/Everest/Catch
114	PaoBhaji Masala	MDH/Everest/Catch
115	Rajma Masala	MDH/Everest/Catch
116	Raita Masala	MDH/Catch/Everest
117	Samosa Masala	MDH/Catch/Everest
118	Sanbhar Masala	MDH/Everest/Catch
119	Shahi paneer Masala	MDH/Everest/Catch



120	Sabji Masala	MDH/Everest/Catch
121	Kewrajal	Dabur
122	Oil(Sunflower)	Sundrop/Saffola/Fortune/ Patanjali/Naturefresh/Dhara
123	Bread	Kwality/Britannia
124	Ghee	Amul/Mother Dairy/Britannia/Patanjali
125	Butter	Amul/Mother Dairy brand
126	Corn Flakes	Begrry's/ Tops/ Lawrence/ Tasty Treat brand

NOTE: For the item where brand is not mentioned or loose, in such a case the vender has to nominate 2 brands which he can provide throughout the functioning of the mess.

11. Specific term and conditions

11.1. Mess Operation

- i. Six messes are to be operational in various hostels to cater 2000 \pm 10% persons.
- ii. The vendor would provide breakfast, lunch, evening tea with snacks and dinner. Each of these will have certain items mandatory for the vendor to provide as a part of the basic menu. Besides these, certain other items will be available on extra-messing. The mandatory items are as listed in the detailed menu attached herewith.
- iii. The vendor will assign a dedicated on site Food & Beverage Manager.
- iv. Guards/supporting staff should not be allowed to dine in the mess during mess hours.
- v. The specific vegetables and dals to be served for each meal will be decided by the Hostel Mess Committee in mutual consultation with the vendor at the beginning of each week. Also Mess Committee and vendor will jointly identify the extra items, which can be made available on each day of a week.
- vi. Vegetarian and Non-Vegetarian food must be cooked and served separately. Two dedicated tables in the mess will allotted for vegetarian as per number of vegetarian students. Nonveg strictly not allowed on those tables. Sticker must be fixed on the table as “Veg only”
- vii. Rebate for maximum 15 days (minimum 3 days at a stretch) in a semester excluding semester break on account of whole meal or part thereof i.e. breakfast, lunch, dinner will be available to the students only if the concerned students informs the Supervisor through the Hostel Caretaker minimum 03 (three) days in advance.
- viii. For extra items, the number of residents interested in the extra items will be identified a day before. Only if the number of residents interested in the items is more than 20, the same will be made available by the vendor.
- ix. In the breakfast, certain items identified in the list of extra items may be provided in addition to the regular menu etc. Such items will be identified a priori after mutual consultation between Hostel Mess Committee and the vendor.
- x. Only residents of the hostel, faculty and staff and authorized guests will be allowed to dine in the mess. The



residents can pay for the meal of their guests (visiting family members only), who are now staying in the hostel, will have to also pay to the hostel for their boarding and lodging and they can dine in the mess after a meal card is issued to them. The vendor should let them have the meal after checking the meal card. The payment to the vendor for these guests will be made by the hostel after the bills are raised by the vendors.

- xi.** All items will be cooked in the kitchen of the hostel. No cooked item, except some snacks identified beforehand, will be brought from outside.
- xii.** On special occasions, the menu will be identified by the Hostel Mess Committee and the rates for the same will be approved by the COW, **IIIT ALLAHABAD** BEFORE the actual event.
- xiii.** One supervisor should be present during breakfast, lunch, dinner time. It is desirable that the same supervisor continues at least for one semester. In case of any change, the Chairman, CoW/Hostel Warden should be informed.

11.2. Infrastructure

The institute shall provide necessary kitchen equipment in serviceable condition and the vendor is obligated to return the same to the Institute in good serviceable condition at the expiry of term of the contract. Any damages caused thereof, shall be borne by the vendor on revocation/termination of the agreement.

- i.** The vendor will ensure that cleaning of kitchen equipment, food premises are done as per the cleaning scheduled & cleaning program.
- ii.** The vendor will ensure preventive maintenance of equipment and machinery is carried out regularly as per the instructions of the manufacturer.
- iii.** The vendor will ensure that there is a pest control program available & pest control activities are carried out by trained and experienced personnel at least once in three months.
- iv.** The vendor will ensure that Food handlers are equipped with suitable clothes e.g. aprons, gloves, headgear etc; wherever necessary.
- v.** The vendor will ensure no meat and vegetables older than 1 day (if they are fresh); and dairy products (milk, curd and sweets) older than 1 day shall not be used for cooking/serving. The vendor should strictly adhere to FIFO for ingredients and raw material management.
- vi.** Weekly cleaning of kitchen should be ensured by the vendor including of cleaning of trapped grease and oil in exhaust fans/ducts, cooking areas and wall corners.
- vii.** The vendor has to pay electricity of mess kitchen on actual consumption as per IIIT Allahabad Tariff & rules. The license fees of the mess premise are INR.5000/- per hostel mess + GST as applicable (Rupees Five Thousand Only) per month. The vendor has to pay charges of water consumption/capita in restaurant/hotel as per the standard norms.
- viii.** Procurement and payment of LPG/other items supplier will be the responsibility of the vendor.
- ix.** Cooking utensils as well as plates, tumblers, spoons etc. will also be made available to the vendor.
- x.** Any equipment brought by the vendor into the hostel premises must be registered with the Hostel



authority.

- xi. The vendor will be responsible for the cleaning of the kitchen and the dining area, including the wash basins and the dustbins for maintaining proper hygienic.
- xii. The vendor will also provide liquid soap for the wash basins.
- xiii. The vendor should procure all necessary licenses etc. before starting the mess.
- xiv. Following equipment and facilities are available in IIIT Allahabad messes.

LIST OF EQUIPMENTS IN HOSTELS MESS		
GIRLS HOSTEL-I		
Sl. No.	Name of Items	Quantity (No.)
	KITCKITCHEN	
1	OVEN	02
2	BAIN MARI	01
3	REFRIGERATOR	02
4	TAWA BURNER	01
5	EXHAUST	01
6	GAS PIPELINE	01 set
	DINING	
7	TV	01
8	WATER COOLER	01
Furniture Details and other amenities		
9	STEEL TABLE	02
10	PLATE STORING RACK	01
11	DINING TABLE	06
13	BASIN	02
GIRLS HOSTEL-II		
Sl. No.	Name of Items	Quantity (No.)



	KITCHEN	
1	GAS STOVE	02
2	FRIDGE	01
3	TAVA	01
4	FOOD DISPENSER	01
5	WASH BASIN FIXED	01
	DINING HALL	
6	DINING TABLE	06
7	TV	01
8	DOUBLE DOOR FRIDGE	01
9	WATER COOLER	01
10	ROTI MAKER	01
GIRLS HOSTEL-III		
Sl. No.	Name of Items	Quantity (No.)
	DINING	
1	DINING TABLES	35
2	WATER COOLER	02
3	A.C.	07
	KITCHEN	
4	MIXER	01
5	FOOD DISPENSER	02
6	ATTAMAKER MACHINE	01
7	POTATO PEELER	01
8	FREEZER	02



9	SANDWICH GRILLER	01
10	GAS STOVES	06
11	WEIGHING MACHINE	01
12	DISH WASHER	01
13	PLATE STORING RACK	01
14	TABLES (BIG + SMALL)	10+4
15	DUSTBIN RACKS	02
BOYS HOSTEL-I		
1	GAS CHULHA (SINGLE BURNER)	2
2	GAS CHULHA (DOUBLE BURNER)	1
3	ROTI TAVA	2
4	EXHAUST FAN	1
5	COOLER FAN	1
6	DEEP FREEZER	1
7	DISH WASHER (SINK)	4
8	FOOD SERVING DISH	6
9	FOOD DISPENSER SET	1
10	DINING TABLE	25
11	SALAD TABLE	1
12	PLATE RACK	1
13	GAS REGULATOR	6
14	CONVEYER BELT	1
15	ROTI MACHINE	1
16	PLATE STAND	1



17	GEYSER	1
BOYS HOSTEL-II		
1	PLATE RACK	2
2	GAS CHULHA (SINGLE BURNER)	1
3	GAS CHULHA (DOUBLE BURNER)	2
4	ROTI TAVA	2
5	EXHAUST FAN WITH HOOD	2
6	AIR FRESHER HOOD (COOLER FAN)	1
7	DEEP FREEZER	1
8	GEYSER	1
9	UTENSIL/VESSEL CLEANING SINK (3 SINK)	1
10	UTENSIL/VESSEL CLEANING SINK (1 SINK)	1
11	ROTI MAKING MACHINE	1
12	CONVEYOR BELT	1
13	PLATE TABLE	2
14	FOOD WARMER SET	7
15	INSECT KILLER	2
16	WATER COOLER	1
17	DINING TABLE WITH ATTACHED CHAIRS	25
18	SALAD TABLE (SIDE COUNTER)	1
19	A .C AT DINING HALL	4
20	FIRE EXTINGUISHER	1
BOYS HOSTEL-III		
Sl. No.	Name of Items	Quantity (No.)



1	DINING TABLE	25
2	SALAD TABLE	1
3	BAIN MARIE	1
4	FOOD CONTAINER WITH COVER	6
5	PLATE STORING RACK	2
6	WORKING TABLE	7
7	ATTA MAKER MACHINE	1
8	POTATO MACHINE	1
9	ROTI MAKING MACHINE	1
10	FOUR DOOR REFRIGERATOR	1
11	ROTI TAVA	2
12	GAS BURNER	6
13	BREAD TOASTER	1
14	SINK	2
15	GAS REGULATOR	5
16	WATER COOLER	1
17	AQUA GUARD	1
18	INSECT KILLER	3
19	CONVEYER BELT	1
20	DISH WASHERS	1
21	EXHAST FAN WINDOWS HOOD	1
22	FRESH AIR WINDOWS HOOD	1
23	CEILING FAN	15
24	AIR CONDITIONERS	4
25	GEYSER	1
26	AIR CURTAIN	2
27	FIRE EXTINGUISHERS	2
BOYS HOSTEL-IV		



Sl. No.	Name of Items	Quantity (No.)
	DINING HALL	
1	DINING TABLE	30
2	INSECT KILLER	2
3	WATER COOLER AND BESIN	3
4	PLATE STORING RACK	2
5	A.C	4
6	AIR CUTTER	2
7	CONVIER BELT	1
8	FOOD COUNTER	1
9	FOOD CONTINER WITH COVER	6
10	FIRE EXITINGUISHERS	As per requirement basis
	KITCHEN	
12	DISH WASHER	2
13	ROTI MAKING MACHINE	1
14	ATTA MAKERMACHINE	1
15	POTATO MACHINE	1
16	BREAD TOASTER	1
17	IDLY MAKER MACHINE	1
18	BIG REFRIGERATOR	1
19	EXHAUST FAN	2
20	CEILING FAN	4
21	WORKING TABLE	8
22	REGULATER	4



23	WASHING BASIN	4
24	FIRE EXTINGUISHER	1
25	BURNER	6
26	ROTI TAWA	2
BOYS HOSTEL-V		
Sl. No.	Name of Items	Quantity (No.)
1.	HOOD TYPE DISHWASHER	1
2.	LPG GAS FITTING	1
3.	LPG PIPE LINE(160RFT×150)	1
4.	DUCTING(376SQFT×75)	1
5.	EXHAUST BLOWER CENTRIFUGAL	1
6.	AIR WASHER COOLING SYSTEM	1
7.	EXHAUST HOOD	2
8.	EXHAUST HOOD	1
9.	STOCK POT	3
10.	THREE BURNER RANGE	1
11.	TOASTER	2
12.	SAND WITCH GRILLER	1
13.	IDLY STEAMER	1
14.	POTATO PILLAR	1
15.	WET GRINDER	1
16.	KNEADING MACHINE	1



17.	WATER COOLER	1
18.	WORK TABLE	3
19.	SINGLE SINK UNIT	1
20.	WORK TABLE	3
21.	CHAPATTI PLATE WIN PUFFEX	2
22.	FOUR DOOR REFRIGERATOR	1
23.	PANTRY TABLE	1
24.	DISH LANDING TABLE WITH OHC	1
25.	WORK TABLE	1
26.	THREE SINK UNIT	1
27.	UNLOADING TABLE	1
28.	CLEAN DISH RACK	2
29.	STORAGE RACK	4
30.	DINNING TABLE	25
31.	CHEST FREEZER	1
32.	HOT PLAIN BAIN MARIE	2
33.	SIDE TABLE FOR BAIN MARIE	2
34.	INSECT KILLER	4

11.3. Employees

- i. The workers employed by vendor should not have any criminal record/or any cases against them.
- ii. The workers if not found working satisfactorily must be replaced by the vendor within 7 days of notice.
- iii. The vendor will provide uniforms to his/her employees employed in the dining hall at his own cost and will be not be borne by the institute. The uniforms should be clean and in presentable



condition at all times.

- iv. Also vendor should provide ID card to all employees and supporting documents should be submitted to CoW office for record.
- v. The vendor and their employees shall obtain medical certificate of their fitness from MBBS Doctor/registered Medical Practitioner. the employee should be free from any contagious diseases. Also, when called upon by the institute, subject themselves to medical examination by the medical consultant of the institute.
- vi. The vendor will have to register all his employees who will be working in the hostel premises along with a copy of their photograph, residential details for clearance by the IIIT security.
- vii. No person below 18 years of age will be employed by the vendor.

11.4. Disposal of Waste Food

- i. The vendor will take the responsibility for necessary waste segregation and be compliant with all the relevant government standards of waste management.
- ii. The vendor will maintain substantial inventory of dustbin bags, cleaning equipment and chemicals for at least 2 cycles of deep cleaning and 2 weeks of daily cleaning.
- iii. The Institute has a waste composting system. The vendor will ensure to use and produce compost for horticulture using organic waste from the mess.
- iv. Daily and weekly food assessment should be provided and shared with the mess committees to reduce wastage of food.

11.5. Hostel housekeeping operation

The hostel housekeeping operations presume the following:

- i. The vendor will provide a dedicated on-site Housekeeping Supervisor. The supervisor shall be deputed to have overall cleaning of the premises done satisfactorily and proper usage of material shall be monitored.
- ii. The vendor will contract the sufficient number of housekeeping cleaning staff to meet the institute's service level agreement on housekeeping.
- iii. The housekeeping staff will be responsible for garbage collection from all floors including hostel rooms.
- iv. The vendor will ensure that adequate housekeeping material is ordered according to the size of the property.
- v. The vendor shall have clearly defined key performance indicators for housekeeping.
- vi. The Vendor will ensure sweeping and mopping of all the tiled areas including the thoroughfares, common areas, lobbies with environmentally friendly chemicals and equipment.
- vii. The Vendor will ensure that dustbin and trash receptacles are cleaned and sanitized on daily basis.
- viii. The Vendor will ensure dusting, cleaning and wipe dry of the furniture tables, chairs, side racks,



cupboards, sofas, wood paneling in the common areas.

- ix. The Vendor will ensure regular scrubbing, cleaning and refreshing of the toilets - including disinfectant treatment of toilet seats and bowl, water closets, urinals and washbasins.
- x. The Vendor will ensure cleaning of doors and mirrors clean all the vents and windowsills.
- xi. The vendor will arrange for grass cutting in hostel premises at least twice in a month.
- xii. The Vendor will ensure that the dustbins are emptied in the washrooms.
- xiii. The on duty supervisor has to ensure for proper cleaning of the whole premises every day. In case of any negligence of service (violation of any of the above points, i-xii), a penalty will be imposed on the vendor as follows:
 - a. For the first complain, the vendor will be warned and a fine up to Rs.3,000/- may be imposed,
 - b. On the second complaint, the fine may be increased up to Rs.10,000/-.
 - c. In the subsequent complaints, a necessary action will be taken by the competent authority.

11.6. Hostel Safety and Security

This operation presumes the following:

- i. The security guards shall be provided by the vendor.
- ii. The vendor assigned security guard will be responsible for the safety of all the equipment, fixtures and any other property on the Hostel Premises. They will also have to inform the authorities about any pilferages noticed on the campus.
- iii. The security guards should be personal of high integrity and confidence. A copy of the antecedent's verification certificate issued by the Police about their staff or the security agency should be submitted to the institution.
- iv. Apart from the security guards, there should be dedicated Operation Managers for Boys and Girls. The key responsibilities of an operation manager will be :
 - a) Responsible for supervising the work of the security guards.
 - b) Responsible for maintaining the discipline, dress and decorum of the guards.
 - c) Responsible for arranging medical help (doctor/ambulance) for the students in case of any medical emergency.
 - d) Responsible of duty deployment of security guards, after daily roll call and briefing about duties and responsibilities.
- v. The vendor will be define and implement hostel safety and evacuation drills on a regular basis.
- vi. The vendor will provide:
 - a) Dedicated operation managers for boys and girls covering shift's A and B
 - b) A single dedicated manager for all the hostels covering Shift C (night).
- vii. The vendor will provide its security guards with seasonal and protective clothing, torches (with



adequate supply of battery cells on monthly basis), whistle/lathies, rain-coats, gumboots, umbrellas and cycles as are normally required for patrolling by the security personnel.

- viii. The vendor will have to ensure the general discipline of the guards and take up night checks as well as provide on the job training schedules for the guards to make them acquainted with the security requirements of the campus as per the academic and administrative schedule of the institute.
- ix. The vendor will maintain a daily Attendance register which will be verified by the authorized person of the institute.
- x. Any security flaw will be the sole responsibility of the vendor.
- xi. The responsibility for taking appropriate security measures shall entirely be that of the Security Agency.
- xii. The Institute will be entitled for compensation against the Security Agency, in case a proper inquiry establishes that the theft or loss or damage has been caused due to the negligence of the Security Agency or any of its employees, the said compensation shall be in addition to the findings and recommendations that the joint enquiry may propose.
- xiii. However, after enquiry, if it is found that such theft or loss or damage has been caused by acts of commission and omission of the personnel of the Security Agency or if the personnel of the Security Agency has either taken active part in such acts or has aided and abetted in the acts of such commission and omission, the Institute or its students / employees to whom loss is caused, shall be indemnified/compensated by the Security Agency on actual basis plus a suitable monetary fine imposed by the competent authority.

11.7. Monitoring / Penalty

The quality of ingredients as well as cooked items and the hygiene level will be checked randomly by the Chairman, CoW/ Warden / Asstt. Warden / Members of the mess committee. In the event of use/serving of any substandard item, stale/spoiled food item and non-serving of approved item(s), use of unclean utensils as certified by the Hostel Mess Committee, formal complaint shall be recorded against the vendor and no payment shall be made by the residents for the spoiled/substandard food items if already taken. The CoW/Warden will be free to withhold whole payment for that particular break-fast/lunch/dinner and/or whole of them. Repeated complaints of this kind from the said authorities can result in the termination of the contract after appropriate inquiry by the Chairman, CoW whose decision will be final.

DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID Application

- i. Company Registration Certificate
- ii. Complete Company Profile
- iii. Valid GSTIN Copy
- iv. PAN Card Copy



- v. Turnover Certificate (**Annexure-1**)
- vi. Balance Sheet of Last Five Years
- vii. 5-year ITR of the company
- viii. Experience proof documents (completion certificates / previous work /order / POs)
- ix. SOP/ work methodology documents for the technical evolution of B, C, D, E and F
- x. EMD paid details



ANNEXURE-1

ON THE LETTER PAD OF CHARTED ACCOUNTANT

This is to certify that the total turnover in the case of M/s..... having PAN
..... is as under

Financial year	Amount in Rupees (Figure)	Amount in Rupees (Words)
2015-16		
2016-17		
2017-18		
2018-19		
2019-20		
TOTAL		

Average =Total/ =.....

It is further certified that the above-mentioned amounts have been derived from accounts presented before us for the above-mentioned periods.

Name and sign of the authorized person of the firm along with seal.

PLACE :

DATE :



Performa for Application
(on the letter head of the Party/firm)

1. Name of the Party/firm.....
2. Permanent address of the firm/supplier.....
Tel No. Email.....
Mob.....
3. Registration & incorporation particulars of the firm.....
(please attached attested copies of document of registration/incorporation of your firm)
4. Permanent Account Number, Income Tax Circle.....
5. GSTIN.....

Declaration:

I/We hereby declare that the information furnished above true and correct. In case the above information is found incorrect at any stage, the director IIIT Allahabad may take appropriate action as warranted.

Name and sign of the authorized person of the firm along with seal.

PLACE:

DATE: