INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY, DELHI
IIIT-DELHI

3rd Floor, Library Building, NSIT Campus
Sector-3, Dwarka, New Delhi-110078
Phone No.: 91-11-25099177
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Request for Proposal for Mess Services

IIIT-Delhi invites proposals for Running and operation of Mess having capacity of around 300 students **(Hostellers)**, this no may increase by 25% for lunch / dinner by day scholars for Institute Campus at Okhla, New Delhi from reputed agencies preferably having centralized system of supply of items for a period of one year extendable up to a maximum of five (05) years depending on the performance which will be evaluated based on the feedback from customers (Students).

The interested agencies may submit their proposals along with the following documents:

1. Company Profile
2. Proposed Menu with rates etc. (Tentative menu is attached herewith as **Annexure – "A"**)
3. Certified copies of annual turnover.
4. Certified Copies of Work orders/ Experience certificate for running Cafeteria in Institute/Academic Institute/Public Sector Undertaking/MNC/ Corporate Sector during last five (05) years.
5. Certified copies of PAN, Service tax/VAT/ Sales tax/ ESI/PF Registration and other statutory requirements.
6. No. of employees on roll.
7. ISO or any other certification.
8. Policy for maintaining hygiene.
9. Method of delivery of items at site.
10. Method of cooking at site as applicable
11. No of manpower proposed to be deployed for serving, cleaning etc.
12. Waste disposal mechanism
13. Proposal for maintaining quality of the food.
14. Recommendations from the previous providers.
15. Delivery mechanism (Serving food to students)

Award of work:

The work will awarded to the agency on the recommendation of the committee based on the above documents/ policies/ rates. However, the rates (lowest/ highest) will not be only the criteria for award of work. This may in the ratio of 50:50 for Technical and Financial things. Committee may also invite additional proposal / presentation from the vendors for the entire process of delivery, quality check etc. The institute reserves the right to award the work to more than one vendor now and in future also.

The Institute will take feedback (thru feedback form) from customers (Faculty/ Staff/ Students) regularly (once every quarter). Further renewal of will depend heavily on customer feedback.

Further, If the feedback is poor in some aspect in one quarter, the Institute reserves the right to impose a penalty (of one day revenue to a max of 5 days revenue) if the feedback does not improve in the next quarter

The Institute also reserves the right to reject any or all the bids without assigning any reason thereof.

Infrastructure:

Size of Kitchen   : 59 Sq. meters
Seating capacity   : 232 (approx.)

Monthly Charges:

The following charges are to be paid by the agency on monthly basis for running the Cafetria:

1. Maintenance   : Rs. 10,000/- per month.
2. Water   : Rs. 5,000/- per month.
3. Electricity   : As per actual consumption
4. Piped gas   : As per actual consumption

Performance Guarantee:

The Performance Guarantee will be Rs 5,00,000/- (Rupees Five lacs only) which shall be in the form of DD/FDR/Bank Guarantee. The proforma will be provided at the time of award of work.

Other conditions:

The Institute will prefer vendors with centralized cooking facilities and a suitable distribution system, such that much of the food is cooked and delivered. Cooking of limited items will be permitted in the Institute. The crockery/utensils for serving and eating will be provided by the Institute, which will be required to keep in good and working condition by the agency. The equipments for cooking/heating/ etc that will need to be provided by the vendor.

*(**Note** : Hostel residents will be allowed to take maximum four (04) offs per month, accordingly they will exempt for proportionate charges, provided advance intimation is given in writing to the catering in charge of the Contractor.)*

The other detailed terms and conditions for running the mess will be provided at the time of award of work. These may be based on the proposals also.

How to submit:

The interested agencies may submit their proposal along with the above mentioned documents by subscribing "Proposal for Running the Mess" so as to reach the Registrar, IIIT-Delhi, 3rd Floor Library Building, NSIT Campus, Sector-3, Dwarka, New Delhi-110078 latest by June 20, 2012 by 3:00 pm.

Tentative Menu:

The detailed menu will be decided in consultation with student representatives and Institute. Overall structure is given here.

	Item	Rate
a)	Breakfast with Curd/ Tea (e.g. one cooked item and toast + tea/coffee/Curd)	
c)	Lunch : (**e.g.** One Dal item, Two Sabji, salad, Papad, Dahi/Raita, pickle, Rice, Roti (Different Menu in the week days)	
d)	Evening Snacks and Tea (e.g. at least one snack item + tea/coffee)	
e)	Dinner : One Dal item, Two Sabji, salad, Papad, Dahi/Raita, pickle, Rice, Roti (Different Menu in the week Days)	
f)	For Non-Veg Weekly Twice (Wednesday & Sunday)	
g)	Only Sweet Dish (at least twice a week.)	
h)	Any Other Items (like milk, juice, eggs, etc.) on extra payment	

Note :
1. There should be monthly schemes, as well as daily and meal-wise coupons available. In monthly schemes, reasonable approach should be there to refund students who are absent for a long period.)
2. All tender related queries may be addressed to tender@iiitd.ac.in