



INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY, DELHI (IIIT-DELHI)
A State University established by the GNCTD

NOTICE INVITING TENDER FOR CATERING SERVICES FOR 13th CONVOCATION
LUNCH ON 26th OCTOBER, 2024 AT IIIT-DELHI CAMPUS AT OKHLA PHASE III NEW
DELHI - 110020

Tender No- 14/2024 dated 20.09.2024

**Notice Inviting Tenders for Catering Services for 13th Convocation Lunch on 26th Oct,2024
at IIT Delhi**

IIT-Delhi invites in **two bids system** (Technical and Financial) for the following services from eligible, experienced and financially sound Companies/Firms/Agencies for providing Catering Services for 13th Convocation Lunch on 26th Oct, 2024.

1. Bid Schedule

Name of Work:	Tender for Catering Services for 13th Convocation Lunch on 26th Oct, 2024 at IIT-Delhi.
Tender No	14/2024 dated 20.09.2024
Date of Start and downloading the tender (Tender document available from www.iitd.ac.in)	04.10.2024
Technical Bid Submission end date (Last date and time) for receipt of bids	04.10.2024 at 1500 Hrs. (tender deposit in the Tender Box kept on 2nd Floor of Academic Block of the Institute)
Date and time of bid opening of Technical Bids	04.10.2024 at 1545 hrs
Financial bids of only those bidders, who qualify for bidding will be opened.	Only those tenderers who have submitted the required documents as prescribed in the tender document will be considered for the opening of the Financial Bid. The date and time for the same will be decided later.
Address for communication & submission of tender documents and opening of technical bid	Registrar, IIT-DELHI, Okhla Industrial Area,Phase III, New Delhi 110020
Tender Fee/cost	Rs.590/- (Rupees Five hundred only) in the form of a demand draft/ pay order in favor of IIT-Delhi Collections which is non-refundable. NEFT Transfer A/c details areas under: Bank - HDFC Bank LTD, Okhla Industrial Area Phase -III New Delhi 110020 Beneficiary's Name - IIT Delhi Collections Account No - 20741110000035 IFSC code- HDFC0002074 In case of on-line payment of Tender Fees -UTR No. (For Tender Fee) (except for those who are exempted by NSIC certifications (with Proof)) failing shall be treated as invalid and shall be liable for rejection. This will be enclosed in Envelope- I.
Earnest Money Deposit:	The completed tender along with the Earnest Money Deposit (EMD) of Rs.18,000/- by way of bank draft / Pay order in favor of IIT Delhi Collections payable at Delhi. (except for those who are exempted by NSIC certifications (with Proof)) failing shall be treated as invalid and shall be liable for rejection. This will be enclosed in Envelope- I.
Contract Duration	For the day of Convocation i.e 26 th Oct, 2024.
Clarification/Queries, if any, can be addressed to	Email ID: admin-project@iitd.ac.in phone no- 01126907563/564/565

Note : MSME firms are exempted from EMD & Tender fees. However, such firms have to submit a Bid Security Declaration according to **Annexure-XX**. If the MSME firms do not submit the Bid security Declaration, then the bid shall be rejected. Such firms have to submit documentary evidence in support of their firm's MSME status in the

particular area of operations along with an application for exemption.

Note: This tender document contains 13 pages, and bidders are requested to sign on all the pages. The duly filled-in bid should be sealed by the bidders and super scribed as “Tender for Catering Services for 13th Convocation Lunch on 26th Oct, 2024 at IIT-Delhi.

The Registrar, IIT-Delhi, reserves the right to accept/ reject any or all bids/offers/tenders either in part or in full without assigning any reasons there of.

The interested agencies may submit their Technical Proposal along with the following documents, duly authenticated and stamped by the proprietor or authorized signatory:

If there is any addendum/corrigendum related to tender, it shall only be published on the IITD website (<https://www.iitd.ac.in/tenders>). The Bidders are advised to check the IITD website regularly. No other mode of notice will be given.

If the last date of receiving/opening of the bids coincides with a holiday, then the next working day shall be the receiving/opening date

II. SCOPE OF WORK

A. Providing of Catering Services for 13th Convocation Lunch on 26th Oct, 2024 at IITD Campus.

The Lunch is to be provided for approximately 1600 persons.

The menu is given below:

- i. Dal Makhani or Pindi Chole
- ii. Paneer Butter Masala
- iii. Aloo Gobhi or Mix Veg
- iv. Matar Mashroom
- v. Boondi Raita
- vi. Peas Pulao
- vii. Green salad + Green chutney + Achar
- viii. Tandoor Roti + Naan + Lachha Parantha + Tawa Roti
- ix. Gulab Jamun
- x. Moongdal halwa or Gajar halwa
- xi. Ice Cream – (Amul/ Mother Dairy/ Havmor etc.) No Local Brand.
- xii. Branded Mineral Water Bottle in 20Ltr Jar with dispenser (normal) including paper cups of good quality in sufficient quantities at every stall
- xiii. Hot Coffee.

Pl Note: All crockery to be environment friendly viz, Steel/wooden spoons, bone chinaware plates etc. complete sets, tissue napkins, Potable Water availability shall be ensured for Cooking and dishwashing. SS used plate disposal bins lined with garbage bags in sufficient nos. to be cleaned immediately on filling. Please note that no plastic products shall be used in the crockery items.

Heating/cooling arrangements of food items to be by the agency.

Entire Place must be kept clean and tidy and hygienic conditions including disposal of any waste food /garbage.

B. Tentage Items for Catering included in the cost of aforesaid food items:

- i. Canopy with tables and frills for servicing of food – 3 VIP counters & 15 Nos counters – (Approx. 150 Nos Tables) service waiters neatly dressed in white shirts and black trousers with tie and bow tie.
- ii. Round Table with frills and flowers decoration Complete – 50 pcs
- iii. Standee Table with frills and flowers decoration Complete – 100 pcs

- iv. Chairs with cover – 250 pcs
- v. Side Masking on two side – Approx.90+45 Mtr
- vi. Covering top for sun protection using Tentage with designer central prop and sloppy roof -over 90x45 field
- vii. Heavy duty coolers and mistair fans- 10 Nos each
- viii. Mobile Washbasin- 10 Nos
- ix. Kitchen Cover Tentage with cover and Working Tables – as per catering requirements
- x. Any other requirement necessary to properly organize the catering with maintenance of hygiene conditions and use of head cover, gloves and mask must be maintained to prevent any spread of infectious diseases.
- xi. All serving / person on duty in the canopy counter must be wearing standard uniform with company badges.

III. Fines and penalties for unhygienic or inadequate or poor-quality services:

PERSONAL HYGIENE OF THE EMPLOYEES: The employees deployed by the Service Provider in the kitchen, housekeeping etc. should be medically fit and maintain personal hygiene while cooking and serving food. The Service Provider would ensure that none of the employees deployed at the Academy suffer from any contagious disease.

MAINTENANCE OF DECORUM The Service Provider shall ensure that all its employees shall maintain proper decorum and decency befitting a public institution. The staff shall be courteous and polite in their conduct at all times. Any complaint in this regard will be viewed seriously and may result in temporary discontinuation of the services of the Service Provider or termination of the Contract.

PENALTY CLAUSE In case of any deficiency in service, quality , foreign articles in food, the Service Provider shall pay a penalty of Rs. 10,000/- each for first three deficient services and thereafter the Institute may impose penalty up to Rs. 1,00,000/- on lapses, depending upon the nature of the deficiency. The penalty shall be realized from the amount due to be paid to the Service Provider by adjusting it against the outstanding bills to be submitted. In case the amount of penalty is more than the outstanding bills, the excess amount shall be realized from the Performance Guarantee after having first adjusted the amount of penalty against the outstanding bills/ bills to be submitted. It may be clarified that in addition to the imposition of penalty, blacklisting of the vendor from future tendering in IIITD and /or allied organizations can be done in case the performance of the vendor is not up to the required standards.

1. The bidders must ensure that the food is prepared sufficiently to avoid any shortage during service time. If it is observed that the food (even if it is a single food item) is falling short and is not available on the buffet counter for service to the guests, a penalty of Rs. 50,000.00 per item will be imposed on the agency.
2. All dishes should be made from fresh and good quality raw materials. If found using stale or no fresh items the vendors will be penalized to the extend as decided by the Convocation Committee and they will be debarred/ blacklisted from tendering/serving in IIITD in the future. The agency must ensure to hygienically cleaned and cut all items such as vegetables/fruits/ other raw food items/FSSAI /AGMARK approved products, oils before food preparation.
3. Cooks and service staff must ensure cleanliness and hygiene in kitchen/services keeping items covered with wrapping foil , and ensure required temperature controlled food servicing.

DISPUTES

1. Any legal dispute arising between the IIITD and the Service Provider shall be subject to jurisdiction of Courts in Delhi.
2. Before, approaching any Court for the adjudication of the Dispute, parties shall approach the Registrar /Director IIITD for the amicable resolution of Dispute by way of Mediation or Conciliation.
3. In case of non-settlement of the Dispute through Mediation or Conciliation, the Dispute shall be referred to Arbitration, with single Arbitrator appointed by the Director IIITD.

Note:

- a. The prices must be quoted as per the above minimum assured quantity of 1600 plates but final billing will be based on actual quantities used, which may be higher based on actual attendance but not less than 1600.
- b. If the number of estimated attendees (1500-1600) at the convocation lunch is exceeded, the bidder has to cater to the same and additional confirmatory order shall be placed to bidder after mutually ascertaining the increased count on actual basis.
- c. Quoted rates should be sufficient to meet out all the contractual obligations efficiently including statutory deductions.
- d. The interested bidders can visit the office of PE & CE, A-203 Academic Block, IIITD on 23.09.2024 to 03.10.2024 between 11:00 AM to 5:00 PM. for any further clarification.
- e. The Institute shall handover the site in the evening of 24.10.2024 to the technically qualified lowest evaluated bidder for arranging of the catering services at the IIITD Venue.
- f. Hygienic conditions should be maintained by the firm during preparation and service of the food. Venue should be cleaned properly after the event is finished.
- g. Standard crockery such as melamine or superior crockery etc. should be provided by the firm in food catering. Good quality paper napkins must be provided.
- h. Standard crockery such as melamine or superior crockery etc. should be provided by the firm in food catering. Good quality paper napkins must be provided.
- i. The Buffet sets should be adequate in number. Adequate number of waste buckets should be provided.
- j. Sufficient quantity of food should be prepared by the firm for the program. It should be ensured by the firm that scarcity of any item should not happen at the later stage of food serving.
- k. All safety measure with regard to fire and theft /wastage of raw materials/ ready materials will have to be taken care of by the firm.

2. Guidelines for Submission of Tender

The bids are to be submitted in two parts

- i. Sealed Technical Bid, along with Technical documents in one sealed envelope super-scribed “**TECHNICAL BID**” should be kept in Envelope I.
- ii. Sealed Financial Bid, placed in a separate envelope super-scribed “**FINANCIAL BID**,” should be kept in **Envelope II**.
- iii. The above-mentioned two sealed envelopes should bear the name and complete postal address of the bidder. Sealed envelopes containing Technical Bid and Financial Bid should be placed in a bigger envelope super-scribed with the name of **Catering Services for 12th Convocation Lunch on 26th Oct, 2024 at IIIT Campus**. This bigger envelope, should be dropped in the Tender Box and Tender received after due date and time shall not be accepted.

3. Opening of Bids :

- i. **The Technical Bids will be opened on the same day at 03:30 P.M. in the IIIT Campus** in the presence of the bidders or their authorized representatives (duly supported with authorization letter).
- ii. The Financial Bids of only technically acceptable tenders will be opened for further consideration. The decision of the Institute in this regard will be final and no requests etc. will be entertained from the bidders. The date and time of opening of financial bid(s) will be intimated only to such bidders who are found eligible as per evaluation criteria prescribed by the Institute.

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

Proforma for Technical Bid

1.	Name of Tendering Company/ Firm/ Agency (Submit Certificate of Registration)				
2.	Name of Director/Proprietor of Company/Firm/Agency				
3.	Full Address of Registered Office with (i) Telephone/Mobile No. (ii) Fax (iii) E-mail				
4.	Full Address of operating/ Branch office with (i) Telephone/Mobile No. (ii) Fax (iii) E-mail				
5.	Banker of Company/ Firm/Agency with full Address (Attach self certified copy of Bank Passbook/Statement)				
6.	PAN (Attach self attested copy)				
7.	GST No. (Attach self attested copy)				
8.	Number of years of experience in providing catering services of similar magnitude at official gatherings/events in Central Educational Institutions/ Autonomous Bodies/Public Sector Undertakings/ MNC/ Corporate Sector/reputed private organization during /Central/State Government Departments/Central Research Organizations				
9.	Details of successfully completed contracts in providing catering services of similar magnitude at official gatherings/ events in Central Educational Institutions/ Autonomous Bodies/Public Sector Undertakings/ MNC/ Corporate Sector/reputed private organization during /Central/State Government Departments/Central Research Organizations	Sl. No.	Details of client along with address, telephone and e-mail Id	Amount of Contract (in Rs.)	Duration of Contract (From To)
10.	Number of Satisfactory Performance Certificate/Work Order				
11.	CA certified copies of annual accounts P&L account, Income and expenditure account along with Balance Sheet for the preceding three years starting from 2021-22 onwards				
12.	Total turnover financial year wise for at least any three years during the last three (3) financial years starting from 2021-22 onwards (as per proforma given below)				

13.	Details of Submission of Tender Fees	
	(i) UTR No. (ii) Date (iii) Amount Proof of transaction to be Submitted with technical bid	
14	FSSAI certification if any	
15	Any other information	

Certified that all the terms and conditions mentioned in the tender document are acceptable to me/us.

Signature of the Tenderer with stamp

Dated:

MINIMUM QUALIFICATIONS REQUIRED FOR BIDDING

The bidders having following minimum qualification are eligible for bidding:

- a. Submission of EMD & Tender Fee or valid NSIC / MSME certificate/document.
- b. The bidder must have minimum 7 (Seven) years of experience in providing/hosting catering services at official gatherings/ events in Central Educational Institutions/ Autonomous Bodies/ Public Sector Undertakings/Central/State Government Departments/Central Research Organizations (Copies of relevant orders and satisfactory user certificates to be submitted as proof along with technical bid).
- c. The bidder must have executed at least 1(One) contract with satisfactory reports from the users for providing/hosting catering services at official gatherings/ events in Central Educational Institutions/ Autonomous Bodies/Public Sector Undertakings/ MNC/ Corporate Sector/reputed private organization during /Central/State Government Departments/Central Research Organizations of not less than Rs 7.5 Lac during last seven years. (Copies of relevant orders / satisfactory user certificates to be submitted as proof along with technical bid) (**Annexure-X**)
- d. The bidder/Company/Firm/Agency must have an average annual turnover of Rs.25 Lakhs or more for the last three (3) financial years (from catering services only) during the last three (3) financial years starting from 2021-22 onwards. (CA certified copies of annual accounts P&L account, Income and expenditure account along with Balance Sheet for the preceding three years starting from 2021-22 onwards to be submitted as proof along with the technical bid.) **Annexure- Y.**
- e. The bidder /Company / Firm / Agency should have valid PAN and GST Number (Copies to be submitted with technical bid).
- f. Any individual/ Firm which has been blacklisted by IITD or any other Central/ State Government Organization/ PSU/Universities in the past three financial years, will not be eligible to participate in the tender process. **Annexure-YY**
- g. The registered office/ branch office of the bidder should be located in Delhi/NCR.
- h. The bidder /Company / Firm / Agency should have its own Bank Account.

Exemption to comply with any of the above criteria must be duly supported by the Government orders and/or OMs and other Government documents and copy(s) of the same must be submitted.

Non-compliance with any of the above conditions by the Caterer will amount to non-eligibility for the services for which tender has been floated and its tender will be rejected being non responsive.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proofs including user satisfactory reports must be submitted with the technical bid.

4. Bid Evaluation Criteria-

A. Technical Evaluation Scheme

S.no	Description	Criteria for Marks	Maximum Marks
1	Number of years of experience in providing catering services of similar magnitude(min1000) at official gatherings/events in Central /State Educational Institutions/ Autonomous Bodies/Public Sector Undertakings/ MNC/ Corporate Sector/reputed private organization during Central/State Government Departments/Central Research Organizations	5 marks for 5 year of experience subject to maximum of 10 marks	10
2	Number of successfully completed contracts of similar magnitude for providing/hosting catering services at official gatherings/ events in Central Educational Institutions/ Autonomous Bodies/Public Sector Undertakings/ MNC/ Corporate Sector/reputed private organization during Central/State Government Departments/Central Research Organizations of not less than Rs 7.5 Lac during last seven years. (Annexure-X)	5 marks for 1 contract each subject to maximum of 25 marks	25
3	Minimum average turn-over of Rs.25 lakhs or more for at least three (3) years (from catering services only) during the last three (3) financial years starting from 2021-22 onwards. Annexure-Y	5 marks for minimum turnover of at least Rs. 25 Lakhs for 3 years and 3 mark each for additional multiples of Rs. 25 Lakhs subject to maximum of 5 marks	15
		Total	50

The technical committee will evaluate the proposals on various parameters as detailed in this document. Bidders meeting the bidder's minimum eligibility criteria and scoring a minimum of 35 marks in aggregate (out of 50) will be qualified for presentation. The evaluation of the catering committee will be final and binding.

B. Presentation

All technically qualified bidders will have to present about their experience and previous performance in catering services before the Committee, IIITD. The presentation will be of 15 minutes. The presentation will be evaluated for maximum 50 marks and qualifying marks will be 35 marks.

Food Quality Assurance and Feedback Provision The shortlisted caterer on results of A , following the tendering process, shall be required to provide samples of committee selected menu items and utensils with presentation on décor and actual tasting for core committee members (10) to assess food quality and seek recommendations.

Sample to be brought: As per menu. This shall be part and parcel of the technical & presentation scheme.

Financial Evaluation Scheme- Financial Bids of only those bidders will be opened who are declared qualified in both stages i.e. in technical evaluation (A) stage and in presentation stage (B) and who are having total of 70 marks or above out of maximum 100 marks as per marking scheme given in this tender document.

Financial bids will be evaluated based on lowest price.

However, the Institute reserves the right to reject any financial bid on the basis of abnormally low and/or high prices quoted in comparison to the prevailing market price (s)of any item and/or all items The Institute's decision shall be final and binding in this regard.

The substantial responsive Bidder/Company/Firm/Caterer will be declared finally successful for award of contract after financial evaluation based on Lowest Price basis.

Annexure-X**LIST OF PRESENT AND PAST CLIENTS DURING LAST SEVEN YEARS.**

Please give complete details as per the following format along with the Experience Certificate issued by clients/organization's. This information provided will facilitate evaluation of Technical Bid).

Sl. No	Name of the Organisation with complete postal address mentioning Central Educational Institutions/ Autonomous Bodies/Public Sector Undertakings/ MNC/ Corporate Sector/reputed private organization during /Central/State Government Departments/Central Research Organizations	Name and Designation of the Contract Person with Telephone No. / Mobile No. / E-mail ID.	Nature of Work	Completion Work Done Amount- if any	Completed or Not
1					
2					
3					
4					
5					

**Signature of the Authorized Signatory with Seal
of the Agency/ Firm**

Annexure- Y

CERTIFICATE REGARDING TURN-OVER OF TENDERER DURING THE LAST THREE FINANCIAL YEARS’’

I / We, M/s __, hereby confirm that the average total turn-over of the firm/company and profit earned for the last three financial years i.e. 2021-22 , 2022-23 & 2023-24. The financial year-wise break-up is given below:-

S.NO.	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR	PROFIT EARNED FOR THE YEAR
1	2021-22		
2	2022-23		
3	2023-24		

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

Annexure-XX

(on the official letterhead of the firm)

Declaration by the Bidder/Tenderer

I/We hereby declare that all the terms and conditions of the tender document has/have been read by me/us and I/we accept all the terms and conditions mentioned in the tender document and shall comply with them strictly.

Further, I/We hereby declare the following:

1. I/We have never been blacklisted by any institution/department due to any reason.
2. I/We are ready to get our capabilities inspected by the Officer/Committee of the University, to judge the level of competency for undertaking the work.

If our bid is accepted, we undertake to:

1. Not to object to our disqualification on the basis of the above declaration, if found wrong and misrepresented at any point during the contract.
2. The workers deployed will be more than 18 years and shall comply with all the statutory requirements

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

Annexure-YY

NON-BLACK LISTING DECLARATION on stamp paper of Rs10/-

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD
WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION

UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To, Registrar
IIITD Campus
Okhla Phase-III,
New Delhi-110020

We hereby confirm and declare that we, M/s ----- , are not
blacklisted/ De-registered/ debarred by IIITD/any Government department/ Public Sector
Undertaking/ Private Sector/University or any other agency for which we have Executed/
Undertaken the works/ Services during the last 5 years. Signature of the Authorized Signatory
with Seal of the Agency/ Firm

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

FINANCIAL BID

(Catering Services for 12th Convocation Lunch on 26th Oct , 2024 at IIITD Campus.

Name of the Caterer:

Sl. No	Description	Qty	Rate In Rs	Amount
	The Lunch is to be provided for approximately 1500-1600 persons where 1600 plates is the minimum assured number for final order placement			
A	Catering charges per plate as per Scope of Work at A above.	1600		
B	Tentage as per Scope of Work at B above.	One Job Lump sum		
	Total Amount			
	Rate of applicable GST			
	TOTAL COST INCLUSIVE OF GST			

Note:

1. The prices must be quoted as per the above minimum assured quantity of 1600 plates but final billing will be based on actual quantities used, which may be higher based on actual attendance but not less than 1600.
2. If the number of estimated attendees (1600-1700) at the convocation lunch, the bidder has to cater to the same and additional confirmatory order shall be placed to bidder after mutually ascertaining the increased count on actual basis and will be paid on proportionate basis.
3. Quoted rates should be sufficient to meet out all the contractual obligations efficiently including statutory deductions.
4. Financial bid will be submitted separately as per BOQ format and not along with technical bid.
5. Payment terms: Payment will be released after event following due process.

Authorized Signature)

Name of the Authorized person:

Name of the Company: _

Address of the Company:

Contact No:

Email