

**INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY,  
DELHI  
(IIIT-DELHI)  
Okhla Industrial Estate, Phase III  
New Delhi 110020  
(Tel No 011-26907400, Website: [www.iiitd.ac.in](http://www.iiitd.ac.in))**

**Request for Proposal for Mess Services**

IIIT-Delhi has about 900 students living in the hostels. Mess is compulsory for students staying in the hostel. To ensure quality of food, the Institute would like to engage two vendors who will run two separate Messes – one on the first floor and the other on the second floor of the student's dining centre. First and second floors of the Student Centre houses the Mess. Each floor has a kitchen and a utensil washing rooms and a hall with seating for about 220 seats. The vendors will also be provided with cooking utensils, fridges, storage and serving plates etc.

To provide freshly cooked food as per the sample menu given in **Annexure B**, IIITD invites proposals for Running and operation of Mess from reputed agencies preferably having facility for onsite cooking for a period of one year extendable up to a maximum of three (03) years on yearly basis, depending on the performance which will be evaluated based on the feedback from customers (students / staff/ faculty / visitors etc.)

Interested parties are advised in their own interest to visit the Institute by taking an appointment by mail ([arunv@iiitd.ac.in](mailto:arunv@iiitd.ac.in)) before bidding.

The vendors will provide 4 meals/ snacks a day, including breakfast, lunch, evening tea with snacks and dinner. Quantity of food supplied will be unlimited except for Eggs, Fruits, sweets, Non- Veg and Paneer items. Menu and price for both the vendors will be exactly the same.

Initially (in the first month), the students will be divided equally between the two Messes. After first month, students can choose their desired Mess. The choice of opting the Mess will be given to students every month, however, both the vendor will have minimum 350 students' subscription with remaining subscriptions going to vendors based on quality of food, service and student's option. The Institute will have no say / role in this. The students will be given an option to buy 20, 25 or 30 coupon sets in a month at fixed prices given in **Annexure A**. Each coupon set will have one each of breakfast, lunch, evening tea and dinner. The student is allowed to use these coupons for a meal on any day of the month. Unused coupons of a month will expire after the end of the month. Coupons are not transferrable.

A day scholar, a member of faculty/ staff or a visitor to the institute can eat at the Mess by paying meal rate as given in Annexure A. These rates are higher than monthly rates. During lunch about 100 persons eat extra by paying per meal cost. This is additional business to the vendor.

The collection of Mess charges will be the sole responsibility of the Mess vendors. Any dispute between the student and vendors has to be resolved amicably. The Institute, however, on request being received either from student or vendors, can intervene to resolve the dispute which shall be binding on both the parties to the dispute. A list of students will be given to vendors in the beginning of the month. In case of defaulting students the designated authority of the Institute can be approached for resolution.

## Bid Schedule

Date of Start and downloading the tender	27 Jul 2018
Pre-bid meeting	10 Aug 2018
Earnest Money Deposit (EMD)	Rs. 50,000/- (Rupees Fifty Thousand only) in the form of Demand Draft in favor of the” IIITD-Collections Account” payable at New Delhi
Last date and time for submission of tender	21 Aug 2018 at 1400 Hrs
Date and time of bid opening	21 Aug 2018 at 1500 Hrs
Address for communication & submission of tender documents and opening of technical bid	IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020

### Award of Work

The work will be awarded to two vendors for running one Mess each at two floors of the Students’ Centre building in the campus. The award of work will be based on the recommendation of an Evaluation Committee for this purpose. The rates and Menu will be fixed as per **Annexure A and B**. The Evaluation Criteria is as per **Annexure C**. Committee may also invite vendors to give presentation on the entire process of delivery, quality check etc.

### Technical Bid

The interested vendors may submit their proposals along with the following documents, duly authenticated and stamped by an authorised representative:-

1. Company Profile,
2. Certified copies of annual turnover of last three years-2015-16, 2016-17 and 2017-18,
3. Certified Copies of Work orders/ Experience certificate from their customers for running Cafeteria in Institute/Academic Institute/Public Sector Undertaking/ MNC/ Corporate Sector during last five (05) years,
4. Certified copies of PAN, GST/ ESI/PF Registration and other statutory requirements,
5. Details about no. of employees on roll,
6. Copy of ISO or any other certification,
7. Policy for maintaining hygiene,
8. Method of cooking at site as applicable,
9. No. of manpower proposed to be deployed for serving, cleaning etc.,
10. Waste disposal mechanism,
11. Proposal for maintaining quality of the food including brand of material to be used,
12. Delivery mechanism (Serving food to students) including.

### Financial Bid

The vendors will provide meals as per the rate structure provided in **Annexure A**  
Tentative menu is as per **Annexure “B”**

### Infrastructure

Size of Kitchen: 59 Sq. meters  
Seating capacity: 232 (approx.)  
Operating Hours: As per the meal timings

### Monthly Charges

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

1. Maintenance : Rs. 10,000/- per month plus+ GST as applicable
2. Water : As per actual consumption
3. Electricity : As per actual consumption
4. Piped gas : As per actual consumption

Recoveries specified above shall be subject to revision based on the actual cost of maintenance to the Institute, rate revision effected by authorities concerned. All recoveries have to be paid within 07 days of the raising of bill by the Institute. Failing which penalty @ Rs.1,000/- per day shall be imposed on the vendor.

#### **Performance Guarantee**

The Performance Guarantee will be Rs.3,00,000/- (Rupees three lakh only) which shall be in the form of DD/FDR/Bank Guarantee in favour of the Institute. The Performa will be provided at the time of award of work.

#### **Other conditions**

The Institute will prefer vendors with facility for onsite cooking. The crockery/utensils for cooking and serving will be provided by the Institute, the agency will be required to keep utensils and equipment in good and working condition. Maintenance and repair of cooking equipment, fridge, chapatti making machine etc. will be the sole responsibility of the vendor. In emergent situations, the repairs will be undertaken by the institute through other vendors at the cost of the Mess vendor which will have to be paid to the Institute within 07 days of the notice to the vendors.

Mess is compulsory for students staying in the hostel. **The institute provides a minimum guarantee of 20 days per month minimum 350 students per vendor.**

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 proposal and mutual understanding.

The Institute will take feedback from customers (Faculty/ Staff/ Students/visitors etc.) regularly (at least once every quarter). Further renewal of work will depend heavily on customer feedback. If the feedback is poor in some aspect in one quarter, the Institute reserves the right to impose a penalty (equivalent to one day's revenue to a max. of 5 days' revenue) if the feedback does not improve in the next quarter.

#### **How to submit**

The interested agencies may submit their proposal along with the above mentioned documents by subscribing "Proposal for Running the Mess" enclosing separate sealed envelopes marked as Technical Bid and Financial Bid, so as to reach the Registrar, IIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020 by 1400 Hrs on 21 Aug 2018

The Institute also reserves the right to reject any or all the bids without assigning any reason thereof. No request in this regard will be entertained.

**(Registrar)**

**RATES**

<b>Monthly Scheme for Hostlers</b>		
<b>SNo</b>	<b>Item</b>	<b>Rate</b>
1.	<b>20 days</b> meal coupons per month.	Rs 2200/-
2.	<b>25 days</b> meal coupons per month.	Rs 2700/-
3.	<b>Full Month</b> meal coupons per month.	Rs. 3100/-

<b>Daily Meal Rates for Day Scholars/Faculty/Staff/Visitors</b>		
<b>SNo</b>	<b>Item</b>	<b>Rate</b>
1.	Breakfast	Rs 35/-
2.	Lunch	Rs 50/-
3.	Evening Snacks and Tea	Rs. 20/-
4.	Dinner	Rs. 45/-
5.	Non Veg Dinner	Rs. 60/-
6.	Veg Dinner with Paneer	Rs. 60/-

**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. (this will be intimated in advance)
2. **The prices are inclusive of GST**

**SAMPLE MENU****1. Breakfast**

<b>Item</b>	<b>Representative example</b>
One Indian Breakfast item	Aloo Paratha/ Poha/ Uttappam/ Methi Parantha/ Masala Dosa/ Idli/ Chole bhature
Sides	Pickle + Curd/ Chutney + Sambar/ tomato + onion + lemon pieces
Breads with butter and preserves	White bread/ brown bread
	Butter + Mixed fruit jam/ Butter + Orange Marmalade
Eggs	Boiled Egg/ Omelette/ Scrambled Egg/ Egg Bhurji
Fruit (4 days in a week)	Banana/ Papaya slices/ mixed fruit pieces
Cereal	Cornflakes
Hot Beverage	Hot Milk + Tea + coffee powder + chocolate powders

**2. Lunch**

<b>Item</b>	<b>Representative example</b>
Salad	Three bean salad/ onion+ tomato salad/ black-eyed bean salad/ Cucumber salad/ Chickpeas salad
Roti	Roti
Dal	Dal Fry/ Dal Makhani/ Dal Dhaba/ Dal Tadka/ Rajma/ Kadhi Pakoda/ Moong dal/ Methi Dal
Rice	Jeera rice/ Plain rice/ Pulao/ Biryani
Two Indian Vegetables	Aloo Baigan/ Kofta Curry/ Bhindi Jaipuri, Turiya, Baigan Bharta, Veg Kofta, Sev Tamatar, Gilki, Pumpkin, Aloo Onion, Pindi Chole/ Jeera Aloo/ Aloo Beans/ Egg curry/ Paneer preparation
Curd	Plain curd/ Mishti Dahi/ Vegetable Raita/ Boondi Raita/ Chaas/ Lassi
Crunchies	Fryums/ Papad

### 3. High Tea

Item	Representative example
Snack item	Samosa/ Noodles/ Bhel Puri/ Mix Pakoda/ Veg Sandwich/ Vada Pav/ PaniPuri
Sides	Ketchup/ Tamarind chutney/ Pudhina chutney/ Kala channa/ Onion + Sev
Hot Beverage	Tea
Cold beverage	Lemon juice

### 4. Dinner

Item	Representative example
<b>Dinner</b>	
Salad	Three bean salad/ onion+ tomato salad/ black-eyed bean salad/ Cucumber salad/ Chickpeas salad
Roti	Roti
Rice	Jeera rice/ Plain rice/ Pulao/ Biryani
Dal	Dal Fry/ Dal Makhani/ Dal Dhaba/ Dal Tadka/ Rajma/ Dal Miloni/ Moong dal/ Methi Dal/ Arhar dal/ Chana Dal
Curd (three days a week)	Plain curd/ Mishti Dahi/ Vegetable Raita/ Boondi Raita/ Chaas/ Lassi
1 Indian Vegetable	Aloo Baigan/ Kofta Curry/ Bhindi Jaipuri, Turiya, Baigan Bharta, Veg Kofta, Pumpkin, Aloo Onion, Pindi Chole/ Jeera Aloo/ Aloo Beans/ Egg curry/ Paneer preparation <b>Chicken preparation-twice in a week.</b>
Pickle & Sides	Mixed vegetable pickle/ Mango pickle/ Lemon pickle + Green mirchi + Lemon slices
Dessert (Fixed dessert portion size approximately 120-150 ml on 4 days of the week)	Gulab Jamun/ Vanilla Ice cream/ Strawberry Ice cream/ Gajar Halwa/any other.

**Annexure C**

<b>Evaluation Criteria for Mess Tender</b>				
<b>SNO.</b>	<b>Item</b>	<b>Max. Points</b>	<b>Criteria</b>	<b>Points</b>
1	Annual Turnover (in Lacs) (average of last 3 consecutive years-2015-16, 2016-17 and 2017-18)	10	<50 lacs	5
			50-100 lacs	6
			100-500 lacs	7
			500 lacs -1000 lacs	8
			1000-5000 lacs	9
			>5000 lacs	10
2	No of Employee on roles	10	<100	2
			100-500	7
			>500	10
3	No of years of providing Mess Service	10	<5 years	5
			5- 10Years	7
			>10Years	10
4	ISO/ Other Certifications of the firm	10	yes	10
			no	0
5	Experience in similar organizations, the nature of past and current customers, recommendations from clients	10	<2	4
			2-5	6
			5-10	8
			>10	10
6	Policy for maintaining hygiene and waste disposal mechanism	10	Yes	10
			No	0
7	Presentation to Mess committee	10	As per Mess committee recommendations	
8	Visit to Messing locations of vendor	20	As per Mess committee recommendations	
9	Any other points as per decision of Mess committee	10		
	<b>Total</b>	<b>100</b>		