

**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)**

Request for Proposal for Mess Services

IIIT-Delhi invites proposals for Running and operation of Mess having capacity of around **500** students (**Hostellers**), this number may increase on an average by 10% for lunch by day scholars, faculty and other members of staff, 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).

Bid Schedule

Date of Start and downloading the tender	30 Jul 2015
Earnest Money Deposit (EMD)	Rs. 5000 in the form of Demand Draft in favour of the" IIITD" payable at New Delhi
Last date and time for submission of tender	11 Aug 2015 at 1400 Hrs
Date and time of bid opening	11 Aug 2015 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 the agency on the recommendation of the evaluation committee set up by the Director, IIIT Delhi for this purpose based on the technical/Financial bid. However, the rates (lowest/ highest) will not be only the criteria for award of work. This may be in the ratio of 70:30 for Technical and Financial parameters. 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.

Technical Bid

The interested agencies may submit their proposals along with the following documents, duly authenticated and stamped:

1. Company Profile
2. Certified copies of annual turnover of last three years.
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, Service tax/VAT/ Sales tax/ ESI/PF Registration and other statutory requirements.
5. No. of employees on roll.
6. 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.
12. Delivery mechanism (Serving food to students)
- 13. Tentative Menu** to be submitted as per details provided in **Annexure A**

Financial Bid

Proposed Menu: (Tentative menu is attached herewith as per **Annexure "A"**)

The Financial/Price Bid should contain all relevant price information as per **Annexure A**. The Bid Form must be filled in completely, without any errors, erasures or alterations. The Financial/Price Bid should not contradict the technical offer in any way.

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.
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.

Performance Guarantee

The Performance Guarantee will be Rs 2,00,000/- (Rupees one lac only) which shall be in the form of DD/FDR/Bank Guarantee. 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 responsibility of the vendor. The institute through other vendors at the cost of the mess vendor will undertake the repairs.

Mess is compulsory for students staying in the hostel. **The institute provides a minimum guarantee of 20 days per month minimum 500 students.** The meal coupons for a month will be purchased by students in the beginning of the month.

The Institute follows a semester system and the commitment of minimum 500 students applies to two semesters of 4 months and a few days each (August-December and January-May) in an academic year. During rest of the time 100-200 students remain in the hostel and eat in the mess.

The daily charges for meals for other staff / day scholars and faculty will be on per meal basis.

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.

The Institute will take feedback (thru feedback form) from customers (Faculty/ Staff/ Students) regularly (at least once every quarter). Further renewal of work will depend mainly 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 during a quarter) if the feedback does not improve in the next quarter.

Note : The rates can be revised as per recommendations of the committee by 5-10% on yearly basis.

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, **IIIT-DELHI Okhla Industrial Estate, Phase III New Delhi 110020** by **1400 Hrs on 11 Aug 2015**

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

(Registrar)

Tentative Menu:

The detailed menu will be decided in consultation with student representatives and Institute. General structure is given here. **Tentative Menu be submitted along with tender as per following details:-**

a) Break fast: Curd/ Tea /Milk(e.g. one cooked item and toast +Milk/ tea/coffee/Curd)
b) Lunch: (e.g. One Dal, One Sabji, salad, Papad, Dahi/Raita, pickle, Rice, Roti (Different Menu in the week days with curd on minimum 2 days a week)
c) Evening Snacks and Tea: (e.g. at least one snack item + tea/coffee/freshly made cold drink like neebu-pani)
d) Dinner: One Dal, One Sabji, salad, Papad, Dahi/Raita, pickle, Rice, roti, (Different Menu in the week Days)
Non Veg (chicken) dish twice a week in dinner (Wednesday and Friday). On these days vegetarian will be served a paneer based dish.
e) Sweet Dish: daily with dinner, including ice crème

RATES

SNo	Item	Per day rate
Monthly Scheme for Hostlers		
1.	Min 20 days meal coupons will be provided by vendor for each student staying in Hostel per month.	
2.	Min 25 days meal coupons will be provided by vendor for each student staying in Hostel per month.	
3.	Full Month meal coupons will be provided by vendor for each student staying in Hostel per month.	
Daily Meal Rates (applies to non-hostlers)		
1.	Break fast: as per the menu given above	
2.	Lunch: as per the menu given above	
3.	Evening Snacks and Tea: as per the menu given above	

4	Dinner: as per the menu given above	
7.	Any Other Items (like milk, juice, eggs, etc.) on extra payment a) Milk b) Eggs (2) c) Juice d) Any other item	

Note :

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)

All tender related queries may be addressed to tender@iiitd.ac.in