

**CHAIRMAN COUNCIL OF WARDENS AND HOSTEL MANAGEMENT  
INDIAN INSTITUTE OF TECHNOLOGY MADRAS, CHENNAI 600036**

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**TENDER DOCUMENT  
Date of release of tender: 18-04-2015  
Price: Rs. 6000 (Six thousand only)**

<b>NAME OF WORK:</b>	<b>Providing catering services in the hostel and central dining facilities</b>
<b>PERIOD:</b>	<b>July 2015 to July 2016</b>
<b>EMD AMOUNT:</b>	<b>Rs. 4,00,000 (Four lacs only)</b>
<b>LAST DATE OF TENDER SUBMISSION:</b>	<b>07-05-2015 (Thursday up to 15:00 hrs)</b>
<b>PRE-BID MEETING</b>	<b>05-05-2015 (Tuesday at 15:00 hrs)</b>
<b>ADDRESS FOR SUBMISSION OF TENDER:</b>	<b>Chairman Council of Wardens and Hostel Management, IIT Madras, Chennai 600036</b>
<b>DATE OF OPENING OF TECHNICAL BID:</b>	<b>09-05-2015 (Saturday at 10:00 Hrs)</b>



**Office of the Chairman Council of Wardens and  
Hostel Management**

IIT Madras, Chennai 600036

Ph: 044-2257 8501, Fax: 044-2257 8502

**Ref: OHM/ADVT-TENDER/01/2015-16**

**Date: 18.04.2015**

**NOTICE INVITING TENDERS FOR PROVIDING CATERING SERVICES IN  
THE HOSTEL AND CENTRAL DINING FACILITIES**

**Last date for submission of Tender: 07.05.2015 by 3:00 p.m.**

Dear Sir/Madam,

The Hostel Management proposes to select Caterers for catering services in the Hostel and central dining facilities having capacity ranging from 500 to 900 students conforming to the specifications given in the annexed schedules. The Tender document can be obtained in person/by post from the Administrative Officer (AO), Office of Hostel Management, IIT Madras Campus, Chennai 600036, on production of the invitation letter along with a Demand Draft for Rs.6000/- drawn in favor of the "Chairman (Council of Wardens)" payable at Chennai dated **on or before 05.05.2015**.

The tenders should be submitted under the two-bid system, i.e., Technical bid and Financial bid, in separate sealed covers as instructed below. The duly signed tender documents (with Technical and Financial bids in separate covers) shall be either sent to the address mentioned below by speed/registered post, or dropped in the tender box kept in the Office of Hostel Management, IIT Madras Campus, Chennai 600036, **so as to reach on or before 07.05.2015 by 3.00 p.m.** Tenderers, who wish to participate, shall submit both the Technical and Financial bids, in two separate sealed envelopes. Technical bids of the tenderers will be opened by the Committee to decide the technical suitability of their service based on the pre-laid terms and conditions. Performance of Catering contractors, who are currently serving at IITM will be assessed based on the Mess Monitoring and Control Committee (MMCC) report of the year 2014-2015. On the recommendations of the Tender Committee, they may be exempted from the Technical bid proceedings. Service places of the invited tenderers, as mentioned by them in the Technical bid document, shall be inspected by the Committee members to assess their suitability of service. The inspection report based on the surprise visit to their clients' place(s) and feedback will form a valuable input for the short-listing process.

**Schedule for opening of Technical bids: 10:00 a.m. on 09.05.2015**

**Venue: Conference Hall, Office of Hostel Management, IIT Madras.**

Technical bids with any price indications will be summarily rejected. The Financial bids/offers will be opened only for the qualified bidders whose Technical bids are acceptable to the Committee. The schedule for opening Financial bids will be intimated to short-listed tenderers. Final selection of the caterer(s) will be based on a weighted criteria scoring system to be derived from the tender documents and inspection reports. **The decision of the Tender Committee is final and binding in awarding the tendering contracts.**

**Chairman (Council of Wardens)**

**Office of the Chairman (Council of Wardens) and Hostel Management  
IIT Madras, Chennai 600036**

**(To be read along with Schedules A, B and C)**

**Important Conditions of the tender process to be followed by all tenderers**

**1. Eligibility to participate in the tender:**

This is an open tender process. Tenderers who wish to participate can apply.

**2. Submission of Tender:**

The tender can be submitted on all days except Sundays. The due date and time for the submission of the tender is on or before **07.05.2015 by 3:00 p.m.** In the event of this day being declared as a holiday, the tenders can be submitted up to 3:00 p.m. on the following working day.

**3. Two-bid System:**

The offers/bids should be submitted under the two-bid system, i.e., Technical bid and Financial bid. The following documents are required to be submitted in response to the tender notice.

- Technical Bid should consist of all the details as specified in the Schedules along with commercial terms and conditions. *There should be no cost indication whatsoever in the Technical Bid.*
- Envelope 1 containing a covering letter and the EMD for Rs.4,00,000 (Four lacs only) vide Demand Draft/Banker's pay order favouring The Chairman (Council of Wardens), IIT Madras, payable at Chennai is to be placed and sealed. This envelope shall be super-scribed as "EMD".
- Signed documents of Tender Schedule, Schedule B, Schedule C, Annexure B, Annexure C and Annexure D, are to be placed and sealed in Envelope 2. This envelope shall be super-scribed as "Tender Schedule and Annexure".
- Envelope 3 shall contain the Financial bid indicating the details of the rate for each item the caterers are willing to quote and operate with for the entire tender period. The format to be used for the quote is given in Annexure E – Financial bid. This envelope should be sealed and super-scribed as "Financial Bid".
- All the above three envelopes, namely, Envelopes 1, 2 and 3, must be placed in a larger envelope, sealed and submitted on or before the due date and time. The larger outer envelope shall be super-scribed as "**Tender for Providing Catering Services for the Hostel Management: 2015-2016**".

**4. Earnest Money Deposit (EMD):**

Tenderers should submit the EMD amount of Rs.4,00,000 (Four Lacs only) along with the tender by way of Demand Draft or Banker's pay order drawn in favour of "The Chairman (Council of Wardens) and Hostel Management, IIT Madras" payable at Chennai. *Any tender without the EMD will be considered as NON-RESPONSIVE and SUMMARILY REJECTED.* photo/Fax copies of the Demand Draft/Banker pay orders will not be accepted. No interest will be paid on the EMD. The EMD shall be converted as security deposit of the successful bidder(s). The EMD will be returned to the unsuccessful bidder(s).

**5. Authority to Sign:**

All documents must be duly signed by the tenderers.

- a) If an individual or a proprietor of a firm is a signatory, he/she must sign above the full typewritten name and current address.
- b) In the case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm (a certified copy of the Power of Attorney

must accompany the Documents) must sign. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished.

- c) In the case of a limited Company or a Corporation, the Documents shall be signed by a duly authorized person holding Power of Attorney for signing the Documents, accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

#### **6. Compliance/Confirmation:**

Compliance or Confirmation report with reference to the Basic Technical Details (Schedule-A), Terms & Conditions for running the dining facility (Schedule-B), and Scope of Work and Details of Menu (Schedule-C) must be included in the tenderbid/offer.

#### **7. Opening of the Tender:**

The bids will be opened by the Tender Committee duly constituted for this purpose, in the presence of such Tenderers or their authorized representatives, who choose to be present, at the appointed place, time and date. Offers found without the EMD or with an invalid EMD will be summarily rejected. Unopened tenders will be returned to such tenderers. On verifying the EMD, the Technical bids will be examined to decide their service suitability for the said work. Tenderers whose Technical bids are not found acceptable will be advised of the same and their sealed covers containing the respective Financial Bids will not be opened. Their EMD will also be returned to them. Only those Financial bids of the tenderers whose Technical bids are qualified will be opened. However, the Financial bids of all tenderers who qualified Technical bid will be opened subject to verification of their compliance with the Tender Schedule, Schedule B, Schedule C, Annexure B, Annexure C and Annexure D.

#### **8. Visit to Tenderers' Clients:**

Complete details of clients of the tenderers must be enclosed with the Technical bid. Clients' addresses, name(s) of contact person(s) with phone numbers must be listed in the enclosure. The Tender Committee will carry out surprise visits to establishments/mess/dining facilities serviced currently by the tenderers, and their reports will form valuable input for the short-listing process.

#### **9 a. Daily Rate:**

The Financial bid must include price quoted as Daily Rate per student for each menu and prices of extra items as indicated in the price bid format. The price must include cost towards the basic menu, with a pre-imposed condition that at least three extra items for each course, namely, breakfast, lunch and dinner must be offered from the list. All prices quoted by the tenderers should be inclusive of taxes and service charges, as levied by Central and State Governments. The percentage of taxes and service charges must be clearly indicated therein. **It is important to note that successful caterers should publish the menu along with the list of extra items for each course of the day for the complete month, in advance. The said notification must be approved by the Mess Monitoring and Control Committee (MMCC).**

#### **9 b. Serving extras on daily basis**

List of extra items (at least three extra items for lunch and dinner and two items for breakfast and evening teas) being offered on the following day should be notified to the students on the evening of the preceding day itself. This list can be displayed on the notice board, in front of the dining hall to draw attention of the students dining in the respective facility. Students shall register for the desired extras, through the registration procedure followed by each caterer. For example, they can maintain a separate register to notify the pre-booked extras or they can issue tokens etc. The respective caterer will completely and independently manage this procedure. Extras should be sold to the students through the swipe card system. The Caterers are committed to serve the extras as pre-booked by the students during the normal working hours of the mess. Over and above, if any extra is found excess during the course of lunch and dinner, the same shall be sold to the students who have not pre-booked for the extras.

**10. Alternative Proposals:**

Tenderers shall submit offers that strictly comply with the requirements of the Tender Document. Any alternatives or modifications shall render the respective Tenderers invalid. Offers with conditional rebate will become automatically invalid.

**11. Validity of Offer:**

Tenderers shall agree to keep the tender open for sixty (60) days from the due date of submission thereof and not make any modifications in the stated terms and conditions.

**12. Late offer:**

The offers received after the due date and time will not be considered and the same will be returned unopened to the respective tenderers.

**13. Acceptance and Rejection:**

The Tender Committee and the Hostel Management reserves the right to shortlist/reject any or all tenders and accept the whole or any part of a tender without assigning any reason.

**14. Special condition, as applicable to Food court:**

Tenderers shall also submit their Financial bid, quoting their rates for each item listed in the food court menu. All prices quoted by the tenderers should be inclusive of taxes and service charges, as levied by the Central and State Governments. The percentage of taxes and service charges must be clearly indicated therein. **It is important to note that successful tenderers for the Food court will be given minimum commitment of 350 students to be registered in a semester. However, there shall be a ceiling on the maximum number of students permitted to register for the Food Court, which shall be decided by the Hostel Management at the time of award of contract. It is also important to note that Hostel Management reserves the right not to operate the Food Court if it is not found viable and practical with respect to the number of students who opt for the Food Court.**

**15. Final Selection:**

Final selection of the caterer shall be based on a weighted criteria scoring system to be derived from the submitted tender documents and inspection reports. Various factors, namely, a) taste of food, b) food variety, c) quality, d) quantity, e) reliability of service, and f) hygiene aspects, apart from the quoted cost, shall be considered during the finalization process. If the Tender Committee arrives at a decision that the daily rate quoted by any tenderer is too low with reference to the quality and quantity specified by the Hostel Management, the respective tenders are likely to be rejected from further consideration. The Tender Committee reserves the right to negotiate the prices quoted by the tenderers. The catering service contract shall also be split among the successful bidders for operational and other reasons, as decided by the Tender Committee and the Hostel Management, whose decision will be final and binding in this matter.

**16. Disputes and Jurisdiction:**

Any legal disputes arising out of any breach of contract pertaining to this tender process shall be settled in the court of competent jurisdiction located within the city of Chennai in Tamil Nadu.

**17. Schedules:**

- a) The Tender schedule highlights the important service conditions to be strictly followed by all tenderers.
- b) Schedule A lists the technical details to be furnished by the tenderers based on which their suitability for providing catering services at IIT Madras will be assessed.
- c) Schedule B refers to the terms and conditions for providing catering services at IIT Madras.
- d) Schedule C refers to the scope of work and brief description of the menu to be served.

It is mandatory that all tenderers to sign and submit these Schedules along with their tender submissions. Please refer to and follow the procedures given in this Tender schedule for submission of tender documents.

### **18. Registration of students to dine in the specific mess**

The students will register online through the web-enabled process every month. A complete list of students who will be dining with a respective caterer in the following month will be released by the Hostel Management. A duly approved list will be subsequently issued to the caterer on or before last working day of the preceding month. Under normal circumstances, no change to this published list will be entertained. However, Hostel Management reserves the right to make modifications to the published list, which will be subsequently notified to the caterer latest by 5th of the current month of operation; beyond this date no change will be valid. Students exempted in medical ground or any other valid reasons duly approved by the competent authority are not bound by this time scale. Entry to the mess will be strictly by showing any valid ID proof, issued by IIT Madras. Caterers have the right to refuse the student's entry on violating this clause, which should be enforced by the staff/personnel of the caterers during the operational hours of the mess.

### **19. Mess rebate to students**

Students are eligible to get rebate from the mess bill. Every student who wishes to get rebate in the mess bill shall notify his period of absence from the mess to the office of the Hostel Management. Chairman, HM approves the same and sends a list of exempted students to the respective caterers by email. Caterers will not be paid for the notified days of absence of the student. Each caterer shall be responsible for ensuring that the students who are given rebate are not allowed to dine during the period of the said absence. Minimum number of days that a student is eligible to avail the mess rebate at a stretch is SIX. However, students who are unwell on medical background are not bound by the number of rebate days.

### **20. Payment to the Caterer:**

The daily rate quoted shall include the following costs (both, capital and operational):

- a) wages for all relevant human resources,
- b) fuel,
- c) all general provisions, vegetables, fruits and milk of good quality,
- d) logistics – transportation, loading and unloading, and storage,
- e) utilities (water, electricity, etc.) usage beyond permissible limits,
- f) license fee/rent for use of space and infrastructure facilities,
- g) waste disposal charges and other cost heads specified by the Hostel Management.

List of students registered with each caterer will be released by 1st of the month of operation by Chairman, Hostel Management. Caterers will be informed by 5<sup>th</sup> of every month the details of updated list who should also be allowed. This will include special cases of exemption, mess change etc as approved by Chairman, CoW. The Hostel Management will release 50% of the payment as per the approved list by 10<sup>th</sup> of the month of operation. The balance payment, after adjusting all dues will be released within 30 days from the date of submission of the claim bill by the caterer. It is important to note that bill will be paid only as per the approved list where students have signed with caterer for commencing the dining with the allotted caterer. Students whose mess rebate has been admitted and approved by the Hostel Management will be accordingly adjusted in the bill. Caterers can represent their difficulties regarding the bill settlement to Finance Ombudsman, who will be duly appointed by the Institute. It is expected that all claims regarding the payment of catering bills will be settled within two weeks of the notification to the Ombudsman.

### **21. Non-compliance charges**

The MMCC shall review the service performance of the caterers through regular inspection visits and meetings scheduled on 27<sup>th</sup> of every month. It is mandatory that all caterers (or their official designate) should attend these meetings without fail. Based on

the feedback of the students and the officer-in-charge of the mess/dining facility sent to Chairman (MMCC), using the scheduled format as given in Annexure C, the applicable non-compliance charges shall be levied upon the caterer. Appropriate penalty clause will also be invoked for non-compliance of quality of service of the contract. Based on the hygiene audit report submitted by 3rd party, the caterer will be penalized if he fails to maintain the basic hygiene standards. Manpower, in each category with different uniform (refer appropriate schedule for more details) should be made available; on their absence, Hostel Management has the right to impose penalty which is proportionate to the extent of the absent manpower.

## **22. Indemnity clause**

Each caterer has to execute an indemnity bond stating that "The caterer indemnifies the Hostel Management of IIT Madras of any issues arising due to un-hygienic preparation, personal hygiene issues and (or) storage of food, improper usage of ingredients and any such issues that may cause harm to the students due to inefficient operation".

## **23. Penalty for withdrawal of services before the period of contract**

- a) Caterer will not be permitted to participate and catering tender in IIT Campus for a minimum period of 2 years.
- b) Forfeiture of Caution deposit in addition to penalty imposed by Committee of wardens

## **24. Acknowledgement:**

**It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to abide by them.**

Date:  
Place:

Signature of Tenderer  
Official seal and address

**Schedule A: Basic details**

Office of the Chairman(Council of Wardens) and Hostel Management, IITMadras.

<b>S.No.</b>	<b>Description</b>	<b>Information</b>
1a	<b>Name of the Caterer:</b>	
	<b>Complete Address:</b>	
	<b>Phone No.</b>	<b>E-mail ID:</b>
1b	<b>Contact Person / Representative Name and Designation:</b>	
	<b>Phone</b>	<b>Mobile Phone:</b>
2a	<b>License No:</b>	<b>Registration No.:</b>
	<b>PAN:</b>	<b>TAN:</b>
	<b>ESI:</b>	<b>EPF:</b>
	<b>(Enclose copies of the above)</b>	
2b	<b>Proof for payment of income tax and service tax (last three years)</b> (copy of income tax and service tax payments to be enclosed)	
3	<b>No. of Food Courts/dining facilities serviced in Higher Education Institutions (Enclose list of work handled up to 2014 and ongoing work, separately with all the relevant documents)</b> (List to be included with name of the institution, duration, number of students catered, type of service provided)	
4	<b>No. of Food Courts/dining facilities serviced in non-academic establishments (Enclosed list of work handled up to 2014 and ongoing work separately with all the relevant documents)</b> (List to be enclosed)	
5	<b>Whether Quality Certification obtained for any of the Food courts/ Dining facilities/Catering services provided</b> (If Yes, copy to be enclosed)	
6	<b>Bidders Solvency (Capital Employed) Rs. (in Lacs)</b> (Solvency certificate for an amount not less than Rs.25.00 Lacs should be enclosed)	
7	<b>Turnover per annum Rs. (in Lacs)</b> Authenticated copy of audited Statement of Accounts for the last three years should be enclosed (Incase the work was executed for private firms/persons, TDS certificate should be submitted)	
8	<b>No. of Employees:</b> <b>Regular</b>	<b>Temporary</b>
9	<b>Litigations, if any, connected with Catering Work</b>	<b>Yes/ No (if yes, details to be furnished)</b>
10	<b>Any other information in support of the credentials</b>	<b>Details , if any, to be furnished</b>

Date:

Signature with Seal

**Note: i) Authenticated certificates, testimonials and proof of experience to be produced in support of Sl. Nos.2, 3,4 and 5.**



**Schedule B: Terms & conditions for running catering facilities**

Office of the Chairman (Council of Wardens) and Hostel Management, IIT Madras

**(To be furnished by all tenderers)**

1.	Mess facilities consisting of kitchens and dining halls on as is basis, are provided by Hostel Management. The caterer has to arrange for cooking food in kitchen(s), and serve it in dining halls. Prospective caterer(s) may inspect available facilities with prior appointment.
2.	Breakfast, Lunch, Evening tea and Dinner have to be served as per the menu, furnished in Schedule-C.
3.	<u>DINING TIMINGS</u> Breakfast ** - 06:45 - 10:30 ** (9.30 to 10.30 only bread/butter/jam) Lunch - 11:45 - 14:15 Evening Tea - 16.30 - 17:30 Dinner - 18:45 - 21:15
4.	Type of service: Self service with minimum of one counter for every 250-500 students with a provision for serving major items viz., rice, sambar and rasamby the servers on the dining table itself. In addition, chappatis, pooris, idlis and dosas should be prepared and served hot. Caterers shall ensure enough number of tawas for the same.
5.	For Menu, refer Schedule C
6.	Hostel Management shall provide the following: a) Water for cooking, washing and cleaning at prevailing rates on the basis of metered consumption. b) Drinking water (Caterer should arrange for transport of drinking water from Reverse Osmosis (R.O.) Plant in the Hostel zone). c) Electricity for the exclusive purpose of running the dining facilities at prevailing rates in the Institute. Every effort must be exercised by the caterer to minimize electricity and water usage. <b>Refer Annexure B for charges payable for services.</b>
7.	Procurement of the following items is the responsibility of the caterer with the approval of the Hostel Management: a) first quality vegetables, fruits, provisions, dairy products, protein/meat etc. b) cooking gas from TUCS , IIT Madras campus under exempted category rate. c) The caterer has to make their own arrangements for procuring utensils, tools, equipmentsetc to run the system efficiently. Hostel Management will not supply any such required items to the caterer. d) Caterers should not use any artificial color, preservatives and other harmful chemical additives (say, for example, mono-sodium glutamate) in any of the dishes oreven store them in the mess premises.
8.	The caterer shall use only branded raw materials and best quality resources for preparing food. The Caterer shall submit at least three brands for each item and the Hostel Management shall approve the brands for cooking after its inspection. Hostel Management reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved list. Non-compliance to this clause shall attract appropriate penalty, which will be decided in the MMCC meeting. Repeated violation shall lead to the termination of contract.
9.	The Caterer should be solely responsible for the arrangements of gas refills, and their safety and supply of milk from own resources.
10.	Following shall be the responsibilities of the caterer regarding hygiene and sanitation: a) Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms. Compliance to the hygiene standards will be checked periodically. Non compliance to hygiene standards will be sufficient reason to terminate the contract. b) cleaning and washing of plates, cutleries and utensils c) cleaning and maintenance of kitchen equipment d) keeping the mess premises and surroundings neat, clean and hygienic e) periodic fumigation in addition to as and when required

11	Caterer's performance will be monitored on a regular basis through Mess Monitoring and Control Committee (MMCC). Meetings of the MMCC, scheduled on 27 <sup>th</sup> of every month should be attended by the caterers. All recommendations made by the MMCC shall be notified to the caterer which should be strictly complied with. Non-compliance with menu and serving unhygienic food can result in instant monetary fine/termination of contract <b>(see Annexure B)</b>			
12.	The daily rate quoted per student for the menu items in the mess, extras for the mess and item wise rates for Food Court should be inclusive of all taxes and service charges, as levied by the Central and State Governments. Hostel Management will not pay any additional charges to the caterers.			
13.	The rates stipulated in the contract should remain valid for a minimum period of one year with effect from <b>22<sup>nd</sup> July 2015 or date of award of contract, whichever is later.</b>			
14.	Food cooked in the dining facility should not be served in other places inside / outside the campus. The Caterer shall not serve food that is prepared/cooked elsewhere outside the dining facility. Raw material stored in the Mess should be used exclusively for the student dining facilities in the IITMadras.			
15.	When circumstances warrant, the Caterer shall cater to additional number of students/staff members, as requested by the Hostel Management at short notice.			
16.	The Caterer shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.			
17.	On expiry/termination of the license, the Caterer must vacate the licensed premises. All fixtures, furniture etc. which are properties of IITMadras should be handed over to the Hostel Management in good and tenable conditions. Cost of repair charges for mishandling and willful damage (except normal wear and tear) will be deducted from the caution deposit.			
18.	The caterer shall not construct or make any structural alterations or install additional fittings inside the premises of the work place without prior written approval from the Hostel Management.			
19.	The following charges are to be paid by the Caterer for running the mess. Monthly rent will be deducted from the running mess bill of every month while the Annual License fee should be paid in advance before starting the mess operations.			
	Sl. No.	Facility	Annual License fee	Monthly rent
	1	Himalaya each wing/ Vindhya	Rs.10000/-	Rs.5000/-
	2	Mandakini/Cauvery	Rs.10000/-	Rs.5000/-
20.	A Security Deposit for each dining facility, as detailed below is to be deposited with the Hostel Management during the tenure of the contract. No interest is payable on the Security Deposit. Security deposit will be refunded on successful completion of the contract tenure. a) Mandakini and Cauvery: Rs.1,00,000 b) Vindhya (each floor): Rs.1,00,000 c) Himalaya (each wing): Rs.1,00,000			
21	The selected Tenderer shall start the dining facility on or after 10 <sup>th</sup> July 2015, as decided by the Hostel Management.			
22.	During vacation periods of IITMadras, the Hostel Management reserves the right to reduce the strength of each mess or to close the dining facilities totally with advance intimation to the caterer			
23.	Minimum staff strength in each category shall be as per <b>Annexure C</b> . Based on the periodic inspection and other requirements, the Hostel Management reserves the right to instruct the caterer for increasing their service staff strength in case of unsatisfactory service/performance. <b>It is mandatory that the caterers should deploy the adequate manpower (at least to the minimum as specified in the schedule) throughout the service period. Each category of personnel should be given uniform to distinguish themselves in a combined group. Catering Manager and Deputy Manager should be available throughout the service hours; should address complaints from the students instantaneously.</b>			

24.	Employment of child labour, defined as per relevant laws is strictly prohibited. The caterer shall maintain a register with name, age and address of all their employees working at IITMadras premises. The caterer must report any changes in their list of employees to the Hostel Management immediately. The caterer shall arrange security pass to all his employees from security section of IITMadras.
25.	Only three employees per 600 students will be permitted to stay in the premises of IITMadras after working hours. Necessary permission in writing should be obtained by the caterer for overnight stay of their employees in the campus at times of exigencies. The names of such employees should be intimated to the Hostel Management in advance; only after issue of permission and ID cards, they should be allowed to stay for the said period.
26.	The employees of the caterer should wear uniform of appropriate colour and display their ID cards. They should wear necessary hand gloves and caps/hair net in the kitchen and service areas. All the employees, posted at IITMadras should undergo a medical examination once in every six months at the Institute hospital to validate their physical and hygiene fitness. Any tests/vaccines administered, as deemed fit by the Institute hospital, including a nominal fee for medical examination, should be borne by the Caterer. The Caterer should ensure that all of their employees are free of communicable diseases. Medical Certificates to this effect should be submitted to the Hostel Management before the start of the mess services. Any subsequent changes should be also brought to the immediate attention of the Hostel Management.
27.	The Caterer shall be responsible for the proper conduct and behavior of the employees engaged.
28.	Smoking, consumption/distribution of alcohol, use of <i>pan</i> and <i>gutka</i> by the employees is strictly prohibited in the IIT campus.
29.	All expenses related to the functioning of the employees engaged by the Caterer shall be in the scope of the Caterer.
30.	The Caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of Tamilnadu and GoI norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities.
31.	Students can express their preference for any dining facility every month. List of extra items offered along with each course on every day should be also displayed on the notice board in front of the dining area.
32.	Periodic cleaning of fixtures (including lights, fans and other kitchen equipments) shall be carried out by the Caterer
33.	The AMC charges of the tools and equipments provided by IITMadras namely: freezer, cooler, exhaust fans and grinders etc, are to be paid by the caterer at the pre-fixed rates given in <b>Annexure B</b> .
34.	Waste disposal is the responsibility of the Caterer. Institute has a biogas plant. All biodegradable food waste has to be fed into the biogas plant after pulverization. Non-biodegradable waste has to be segregated at source (by not mixing with biodegradable wastes) and handed over to OWZONE personnel. No wastage should be thrown out of the windows of the dining/kitchen areas nor should be fed to the animals. Non-compliance of waste disposal will invite penalty. Caterers, under no circumstances shall dispose plastic and food waste into the drainage. Damages caused to the drainage system by breaking the jallies etc, which will result in appropriate repairs will be recovered completely from the caterer.
35.	Serving of extras in the mess and food court is only through swipe-card system. No sales against payment of cash should be entertained. Rental charges for the terminals to use swipe cards should be borne by the caterers as indicated in <b>Annexure B</b> .
36.	Caterer shall install and provide enough no: of equipments like water coolers, bread toasters, fly killers (Pesto flash), spoon and plate sterilizers, hot cases and Bain Maries for smooth and efficient functioning of the mess facilities. Caterers must not use electric chapathi / dosa plates (hot plates), rice cookers and such equipments without prior permission from the Hostel Management.

37.	While accepting the offer, the Caterer needto execute a bond accepting the terms and conditions for running the dining facility, as listed in this schedule. The contract can be terminated by either side with a notice of one month.
38.	The Hostel Management reserves the right to review and modify the terms and conditions, periodically.
39.	Decision of the Hostel Management is final in awarding the contracts.

Signature of Tenderer  
Official seal and address

## Schedule C: Scope of work and brief details of menu

### Office of the Chairman (Council of Wardens) and Hostel Management, IIT Madras

#### 1. Scope of work

The caterer shall provide menu as briefed below using one of the dining facilities indicated in the Table C1:

Table C1: Description of the dining facilities at IIT Madras

Dining Facility	No. of seats	No. of Students allotted (Approx)	Type of Kitchen	Available facilities
Kailas (GF)	300 Each	5400 (max)	Semi-Mechanized	Equipped with a modern kitchen and a dining hall. It has facilities like cool room, boiler for steam cooking.
Neel Kant (GF)				
Anna Purna (FF)				
Nanda Devi (FF)				
Kanchenjunga (SF)				
Nanga Parbat (SF)				
Vindhya Ground floor	350 each	650 each		Equipped with a modern kitchen, cool room and dining hall
Vindhya First floor				
Mandakini mess	120	350		Equipped with a kitchen, and dining hall
Cauvery mess	165	500		Equipped with a kitchen, and dining hall

Hostel Management reserves the right to assign any one of the dining facilities to the Caterer based on availability/requirement. The tenderer shall visit these facilities and ascertain the available infrastructure before submitting the Tender. Any additional requirements, necessary for efficient services must be provided by the caterer without any extra charges. Hostel management shall retain the right to assign operation of any one or two mess facilities by a caterer depending on the requirements of the students.

#### 2. Mess operations

Mess operates with a basic menu and list of extra items to be served along with each course namely: breakfast, lunch, snacks and dinner. At least, three extra items should be made available during each course (Please refer to Table C2 for list of extras). Entire registration process is online and will remain valid for one month. Students have liberty to change their service provider every month except for the Food Court wherein the registration validity is for a period of 1 semester. List of extra items (at least three extra items for lunch and dinner and two items for breakfast) being offered on the following day should be notified to the students on the evening of the preceding day itself. Students shall register for the desired extras, with the respective caterer in the register, which is maintained by the caterer. The Caterers are committed to serve the extras as pre-booked by the students during the normal working hours of the mess. Over and above, if any extra is found excess during the course of lunch and dinner, the same shall be sold to other students who have not pre-booked for the extras.

#### 3. Food court

Students shall register for food court depending on their willingness. Menu for the Food court is given in Table C3.

**Prevailing charges for services (subject to revision)****1) Water charges**

Usage /student/day	charges
up to 25 lit	nil
From 26 to 45 lit	Rs 40/1000 lit
Above 45 lit	Rs 100/1000 lit

**2) Electricity charges**

- (a) Use of electricity for common area (lift, staircase, entrance open area) is borne by the Institute.
- (b) Usage of electricity for kitchen above 4(four) units per student per month is chargeable @ Rs.7.00 /unit (as per TNEB prevailing rate).

**3) Rental charges for Swipe card terminals**

Rs 5000/- per month per terminal + service tax as applicable

**4) Annual Maintenance Charges are as follows:**

- a) Walk-in cooler: Rs 10,000/- (if provided)
- b) Exhaust Fan with hood system: Rs 50,000/-

**5) Waste disposal charges to OWZONE for different dining facilities:**

Sl. No	Dining facility	Waste disposal charges
1	Himalaya each floor	Rs 8000/- per month
2	Vindhya each floor	Rs 6000/- per month
3	Mandakini/ Cauvery	Rs 3000/- per month

**6) House-keeping charges**

- a) House-keeping charges of Rs. 9,000 per caterer per month will be deducted for service providers operating in mega dining facilities and Vindhya mess
- b) House-keeping charges of Rs. 4000 per caterer per month will be deducted for service providers operating in other hostel mess halls

**7) Medical examination**

A nominal amount of Rs.300/- per employee will be charged for medical examination. This excludes the cost of detailed pathological investigations and vaccines, if administered.

I/We agree to the above terms and conditions specified.

Signature of Caterer  
Official seal and address

**Annexure- C**

**Model feedback form for evaluation**

Sl. No.	Description	Excellent	Very good	Good	Average	Poor	Very Poor
		(5 points)	(4 points)	(3 points)	(2 points)	(1 points)	(0 points)
<b>1</b>	<b>Quality of the food served (Double Weightage)*</b>						
<b>2</b>	<b>Quantity of food served</b>						
<b>3</b>	<b>Cleanliness, hygiene and waste disposal</b>						
<b>4</b>	<b>Catering service and Punctuality</b>						
	<b>Total</b>						

\* Obtained points will be multiplied by two.

Based on the points obtained in the performance evaluation, the following deductions shall be made from the monthly bill, payable to the caterer.

Sl.No.	Points	Percentage Deduction
1	<b>20-25</b>	nil
2	<b>16 - 19</b>	2
3	<b>12 -15</b>	5
4	<b>10 -11</b>	8
5	<b>6 -10</b>	12
6	<b>5 and Below</b>	18

The final decision on the feed back evaluation points will be carried out by the mess monitoring Committee. The caterer is expected to get overall "good" and at least "average" in each category in all months. "Very poor" in any month and "poor" twice in a row will attract additional penalty and / or termination of contract.

I/We agree to the above terms and conditions specified.

Signature of Caterer  
Official seal and address

### Minimum staff requirements

For every 600 students, a minimum number of different categories of staff per shift, to be employed by the Caterer are given in Table D1.

It is mandatory for staff on duty to wear uniform in the colour specified below

Table D1 Minimum staff requirements/shift

Staff category	Number of staff to be employed for every 600 students/shift	Color of uniform
Manager	1	White
Supervisors	2	Light Green
Cook	6	Brown
Server	8	Pink
Cleaner/Washer	4	Blue
Counter staff	1 per counter	Maroon

The Hostel Management reserves the right to order for additional staff if the services are inadequate. For any additional strength of students over and above 600 students in any dining hall, the minimum staff required to be employed per shift should be increased proportionately. Details of staff employed by the Caterer, under each category should be maintained in the standard format and should be available for inspection by Hostel Management. Servers must be available enough in number to serve the basic items like sambar, rasam, rice etc on the dining table itself. In addition, for smooth running of mess, a feed-back and complaint register should be made available with the Mess manager of the Caterer. Mobile phone numbers of the Mess Manager and Supervisors on duty should be displayed in the dining hall.

I/We agree to the above terms and conditions specified.

Signature of Tenderer  
Official seal and address



## Common South Indian Menu (CS)

	<b>Breakfast</b>	<b>Lunch</b>	<b>Evening Snacks</b>	<b>Dinner</b>
<b>Compulsory Menu</b>	Coffee, tea, milk (of glass 200ml), bread (4 slices) with Butter and Jam (20gms each).	Rice, Indian bread, veg salad – any 3 [Cucumber/onion/ Radish/tomato/beetroot/ Carrot], Curd (100 ml), Veg Curry, Daal/Morekolambu/Karakolambu, Sambar, Rasam, papad/fryums, pickle, sugar, salt	Tea, Coffee, Milk	Rice, Sambar, Rasam, veg salad – any 3 [Cucumber/onion/ Radish/tomato/beetroot / Carrot], fruit/sweet, papad/fryums, butter milk, pickle, salt, (except saturday)
<b>Monday</b>	compulsory menu items + One Breakfast Item	compulsory menu items	Extras: Samosa/ MirchiBajji	compulsory menu items +One Dinner Item
<b>Tuesday</b>	compulsory menu items + One Breakfast Item	compulsory menu items	Extras: Sundal	compulsory menu items +One Dinner Item
<b>Wednesday</b>	compulsory menu items + One Breakfast Item	compulsory menu items	Extras: MeduVada	compulsory menu items +One Dinner Item
<b>Thursday</b>	compulsory menu items + Maggi (150 gms) + Tomato Sauce.	compulsory menu items	Extras: Sandwich/ Cutlet	compulsory menu items +One Dinner Item
<b>Friday</b>	compulsory menu items + One Breakfast Item	compulsory menu items	Extras: DahiVada	compulsory menu items +One Dinner Item
<b>Saturday</b>	compulsory menu items + Ravadosa + Chutney + Sambar	compulsory menu items + Lime Juice	Extras: Bread Pakoda	Sambar rice, curd rice, variety rice, potato chips, pickles, banana, veg salad – any 3 and boost/bournvita(200ml)
<b>Sunday</b>	compulsory menu items+ Masala dosa + Chutney + Sambar	Panner Item (50 gmspaneer) , Sweet/ice-cream, Veg Biryani/ Veg Pulav, Raitha, <b>No Indian Bread and Veg Curry</b>	Extras: Kachori	compulsory menu items +One Dinner Item
<b>TABLE C2</b>				
<b>Compulsory Extras at agreed price (to be made available every day)</b>	Omlet [Full/Half Fried] Boiled Egg, Corn Flakes, Bournvita, Boost, Horlicks and Milkshakes,  Butter and Jam	Omlet [Full/Half Fried] Boiled Egg, Jeera Rice, Fried Rice (veg, egg, chicken), Noodles (veg, egg, chicken), Fruit Juices, Lassi, Veg Curry, Non-Veg Curry	Chat, Milkshakes, Lassi, Fruit Juices	Omlet [Full/Half Fried] Boiled Egg, Jeera Rice, Fried Rice (veg, egg, chicken), Noodles (veg/egg/chicken), FruitJuices, Lassi, Vegetable Curry, Non-Veg Curry
		Any one veg and non veg curry to be provided daily		Any one veg and non veg curry to be provided daily

Note: Chutney, Daal and Sambar should not be watery. Appropriate proportion of coconut and / or pulses must be used.

<b>Breakfast Items</b>  <b>(Menu)</b>  <b>Note: No item should repeat more than once a week</b>	1) Idly (50 gms each– 4 Nos)+ Vada (40 gms each – 2 Nos) + coconut/groundnut chutney+ sambar 2) Wheat dosa (100 gms each – 3 Nos) + coconut/groundnut chutney + sambar 3) Mysore Bonda (50 gms each – 4 Nos) + coconut/groundnut chutney + sambar 4) Pongal (200 gms) + Vada (40 gms each – 2 Nos)+ coconut/groundnut chutney +sambar 5) Maggi / Topramen (250 gms) + tomato sauce 6) SemiyaUpma (250 gms) + coconut/groundnut chutney 7) Ravadosa(120 gms each – 2 Nos)+ coconut/groundnut chutney+sambar 8) Onion Uthappam(150 gms each – 2 Nos) + coconut/groundnut chutney+sambar 9) RavaUpma(200 gms) + coconut/groundnut chutney 10) Khichadi(200 gms)+ coconut/groundnut chutney+sambar 11) Masala Dosa(120 gms each + 30 gms masala(alu-onion curry)– 2 Nos.) + coconut/groundnut 12) Sandwich (2 Nos. with 4 Slices ) with raw veg/alu masala/ veg masala
<b>Indian Breads</b> <b>Any one by rotation, to be served at least once a week. No repetition in 48 hours</b>	1) Roti 2) Pulka 3) Oil Chapathi 4) PudhinaChapathi5) Poori
<b>Veg Curries</b>  <b>(Menu)</b>  <b>Note: No item should repeat more than once a week; each item should be served at least once in a fortnight.</b>	1) Mix veg curry 2) Potato podimas 3) Cabbage Tomato Tokku 4) Raw banana curry 5) Green peas masala 6) Carrot beans 7) Chana masala 8) Brinjal masala 9) Cabbage capsicum 10) Beans+alu 11) Alu-capsicum 12) Beetroot channa 13) Bhindi fry 14) Paneer butter masala(50 gmspaneer) 15) Palakpaneer(50 gmspaneer) 16) Kadaipaneer(50 gmspaneer)
<b>Daals</b>  <b>(Menu)</b>  <b>Note: No item should repeat more than once a week</b>	1) Toor dal 2) Gongura dal 3) Palak dal 4) Moong dal 5) Dal makhani 6) Yellow dal 7) Mix dal 8) Mysore dal 9) Tomato Dal

<b>Dinner Item</b>  <b>(Menu)</b>  <b>Note: No item should repeat more than once a week</b>	1) Oil Chapathi + Veg curry 2) Poori + Veg curry 3) Masala dosa + groundnut/coconut chutney 4) Veg Fried Rice + Veg Manchuria 5) Veg Peas Pulav 6) Alooparatha + 100 ml of curd + sugar 7) Uthappam + groundnut/coconut chutney 8) Dosa + groundnut/coconut chutney
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<b>Sweets</b>  <b>( 75 gms)</b>	1) Gulabjamun 2) Carrot halwa 3) Paruppupayasam 4) Kala jamun 5) Badushah 6) Jilebi 7) Double kameetha 8) Sooji-halwa 9) Rasmalai 10) DahiVada 11) Ice cream cup – 100 ml/54 gm of Vanilla/Strawberry/Chocolates/Butter Scotch
<b>Fruits</b>  <b>Note: No item should repeat more than thrice a week</b>	1) Banana (green, yellow) –100 gms 2) Seasonal Fruits – 100 gms 3) Pineapple – 100 gms 4) Water melon – 250 gms5) Papaya – 100 gms

Note: All the items in the meal are unlimited in quantity except the following

- Milk – 1 cup of 200 ml (**made with 1.5% fat undiluted milk**)
- Curd/Raitha – 100 ml. (**Curd made with 4.5% fat undiluted milk**)
- Sweet
- Fruits
- Branded Ice cream

Coffee/tea: All residents have a choice to mix coffee/tea in milk. Coffee/tea in a container shall be kept at the counter at the time of breakfast.

Other points to note:

- Panneer item to be served only once in a week.
- AlooParatha with curd to be served only once in a week.
- Ice cream to be served atleast once in a month.
- Extras:
  - Atleast 3 items to be made available during the breakfast
  - Atleast 5 items to be made available during the lunch
  - Atleast 2 items to be made available during snack time (4.30PM to 5.30PM)
  - Atleast 5 items to be made available during the dinner ( One among them should be a small ice cream cup)

## Common North Indian Menu (CN)

	Breakfast	Lunch	Evening Snacks	Dinner
<b>Compulsory Menu</b>	Tea, Coffee, Milk (1 glass of 200 ml), Bread (4 slices) with Butter and Jam (20 gms each)	Rice, indian bread, gravy curry, Daal, dry curry, curd (100 gms), fryums or papad, pickle,salt, sugar, Lemon slices, Veg salad – any 3 [Cucumber/onion/Radish/tomato/beetroot/Carrot/mix veg salad]	Tea/Coffee/Milk	Rice, indian bread, gravy curry, dry curry, fruit, papad/fryums, butter milk, pickle, salt, Lemon slices, Veg salad – any 3 [Cucumber/onion/Radish/tomato/beetroot/Carrot/mix veg salad]
<b>Monday</b>	compulsory menu items +one Breakfast Item	compulsory menu items	Tea/Coffee/Milk	compulsory menu items
<b>Tuesday</b>	compulsory menu items+one Breakfast Item	compulsory menu items	Tea/Coffee/Milk	compulsory menu items
<b>Wednesday</b>	compulsory menu items +one Breakfast Item	compulsory menu items	Tea/Coffee/Milk	compulsory menu items +Sweet
<b>Thursday</b>	compulsory menu items+Maggi (250 gms) + Tomato Sauce	compulsory menu items	Tea/Coffee/Milk	compulsory menu items Plus Aluparatha (instead of gravy curry and Indian bread), curd(instead of butter milk)
<b>Friday</b>	compulsory menu items+ One breakfast item	compulsory menu items	Tea/Coffee/Milk	compulsory menu items Plus Veg biriyani (instead of rice and dry curry), raitha (instead of butter milk)
<b>Saturday</b>	compulsory menu items+one Breakfast Item	compulsory menu items	Tea/Coffee/Milk	compulsory menu items, Boost
<b>Sunday</b>	compulsory menu items+one Breakfast Item	Compulsory item + Sweet + paneer curry (instead of gravy curry)	Tea/Coffee/Milk	compulsory menu items

### TABLE C2

<b>Compulsory Extras at agreed price (to be made available every day)</b>	Omlet [ Full/Half Fried]. Boiled Egg. Corn Flakes. Bournvita, Boost, Horlicks , Milkshakes, Sprouts	Omlet [ Full/Half Fried], Boiled Egg, Jeera Rice, Fried Rice [veg/egg/chicken] Noodles [veg/egg/chicken] Fruit Juices Vegetable curry Non veg curry	Chat Items Fruit Juices, Milkshakes, Biscuits	Omlet [ Full/Half Fried], Boiled Egg, Jeera Rice. Fried Rice [veg/egg/chicken] Noodles [veg/egg/chicken] Fruit Juices, Lassi Vegetable/Chicken Curry
		Any one veg and non veg curry to be provided daily		Any one veg and non veg curry to be provided daily

Note: Chutney, Daal and Sambar should not be watery. Appropriate proportion of coconut and / or pulses must be used.

<b>Breakfast Items (Menu)</b>	<ol style="list-style-type: none"> <li>1) AlooParatha (3 No.s) +pickle + curd (100 ml)</li> <li>2) Gobi Paratha (3 No.s) + pickle + curd (100 ml)</li> <li>3) MethiParatha (3 No.s) + pickle + curd (100 ml)</li> <li>4) Poha (200 gms) + sprouts</li> <li>5) Idly (50gm each – 4 Nos.)+ Vada (40 gms each – 2 Nos.) + Sambar coconut/groundnut chutney</li> <li>6) Fruit salad (100 gms) + AlooBonda (150 gms) + Sauce</li> <li>7) RavaUpma (200 gms) + sprouts + coconut/groundnut chutney</li> <li>8) Pongal (200 gms)+ wada (40 gms each – 2 Nos) + coconut/groundnut chutney + sambar</li> <li>9) Rice MoongDaalKhichadi (200 gms) + sprouts + coconut/groundnut chutney + curd (100ml)</li> <li>10) Onion Uthappam (150 gms)+ coconut/groundnut chutney+ sambar</li> <li>11) Maggi / Topramen (250 gms) + Tomato sauce</li> <li>12) Dosa (120 gms - 2 Nos) +alu-onion curry (30 gms) + chutney + sambar</li> <li>13) Ravadosa (150 gms - 2 Nos) + chutney + sambar</li> <li>14) Sewaiupma (200 gms) + chutney + sambar</li> <li>15) Sandwich(2 Nos. with 4 Slices) – raw veg/alu masala/ veg masala</li> <li>16) Bread Pakoda with Sauce and Sprouts</li> </ol>
<b>Indian Breads (Menu)</b>	<ol style="list-style-type: none"> <li>1) Phulka(5 times a week)</li> <li>2) Oil chapatti(2 times a week)</li> <li>3) Poori (2 times a week)</li> <li>4) Plain paratha (2 times a week)</li> <li>5) Methi chapatti(2 times a week)</li> <li>6) Methipoori(once a week)</li> </ol>
<b>Gravy Curries (Menu)</b>  <b>Note: No item should repeat more than once in 5 Days.</b>	<ol style="list-style-type: none"> <li>1) Alutamatar</li> <li>2) Alumatar</li> <li>3) Mix veg curry</li> <li>4) Green peas masala</li> <li>5) Chana masala</li> <li>6) Paneer butter masala(50 grams paneer)</li> <li>7) Palakpaneer(50 grams paneer)</li> <li>8) Kadaipaneer(50 grams paneer)</li> <li>9) Dum aloo</li> <li>10) Malaikofta</li> <li>11) Laukikofta</li> </ol>
<b>Dry Curries (Menu)</b>  <b>Note: No item should repeat more than once in 4 Days.</b>	<ol style="list-style-type: none"> <li>1) Alugobimatar masala</li> <li>2) Cabbage capsicum</li> <li>3) Aluzeera</li> <li>4) Beans+alu</li> <li>5) Alu-capsicum</li> <li>6) Beetroot chana</li> <li>7) Bhindi fry</li> <li>8) Baiganbharta</li> <li>9) Alu carrot peas masala</li> </ol>
<b>Daals (Menu)</b>	<ol style="list-style-type: none"> <li>1) Toor dal</li> <li>2) Moong dal</li> <li>3) Dal makhani</li> <li>4) Rajma masala</li> <li>5) Mix dal</li> <li>6) Kadhi with pakoda</li> <li>7) Mysore dal</li> </ol>
<b>Sweets – 75 gms (Menu)</b>	<ol style="list-style-type: none"> <li>1) Gulabjamun</li> <li>2) Carrot halwa</li> <li>3) Kala jamun</li> <li>4) Badushah</li> <li>5) Jalebi</li> <li>6) Double kameetha</li> <li>7) Ice cream cup – 100 ml of Vanilla/Strawberry/Chocolates/Butter Scotch</li> <li>8) Sooji-halwa</li> <li>9) Rasmalai</li> <li>10) DahiVada</li> </ol>
<b>Fruits</b>	<ol style="list-style-type: none"> <li>1) Banana (green, yellow) – 100 gms. (not more than thrice a week)</li> <li>2) Seasonal – 100 gms</li> <li>3) Pineapple – 100 gms</li> <li>4) Water melon– 250 gms</li> <li>5) Papaya– 100 gms</li> </ol>

- *Note: All the items in the meal are unlimited in quantity except the following:*
- Milk – 1 cup of 200 ml.
- Curd/Raita – 100 ml.(Curd with 3% fat undiluted milk)
- Sweet
- Fruits
- Branded Ice cream

Coffee/tea: All residents have a choice to mix coffee/tea in milk. Coffee/tea in a container shall be kept at the counter at the time of breakfast.

Other points to note:

- Paneer item to be served only once in a week.
- AlooParatha/Gobi Paratha/MethiParatha with curd to be served thrice in a week.
- Ice cream to be served atleast once in a month.
- Extras:
  - Atleast 3 items to be made available during the breakfast
  - Atleast 5 items to be made available during the lunch
  - Atleast 2 items to be made available during snack time (4.30PM to 5.30PM)
  - Atleast 5 items to be made available during the dinner ( One among them should be a small ice cream cup)

## Non Vegetarian Menu (NV)

	<b>Breakfast</b>	<b>Lunch</b>	<b>Evening Snacks</b>	<b>Dinner</b>
<b>Compulsory Menu</b>	Coffee, tea, milk (of glass 200ml), bread (4 slices) with Butter and Jam (20gms each).	Rice, Indian bread, veg salad – any 3 [Cucumber/onion/ Radish/tomato/beetroot/ Carrot], Curd (100 ml), Veg Curry, Daal/Morekolambu/Karakolambu, Sambar, Rasam, papad/fryums, pickle, sugar, salt	Tea, Coffee, Milk	Rice, Sambar, Rasam, veg salad – any 3 [Cucumber/onion/ Radish/tomato/beetroot / Carrot], fruit/sweet, papad/fryums, butter milk, pickle, salt, (except saturday)
<b>Monday</b>	compulsory menu items + One Breakfast Item	compulsory menu items	Extras: Samosa/ MirchiBajji	compulsory menu items +One Dinner Item
<b>Tuesday</b>	compulsory menu items + One Breakfast Item	compulsory menu items	Extras: Sundal	compulsory menu items +One Dinner Item
<b>Wednesday</b>	compulsory menu items + One Breakfast Item	compulsory menu items +Morekulambu	Extras: MeduVada	compulsory menu items +One Dinner Item
<b>Thursday</b>	compulsory menu items + Maggi (150 gms) + Tomato Sauce.	compulsory menu items	Extras: Sandwich/ Cutlet	compulsory menu items +One Dinner Item
<b>Friday</b>	compulsory menu items + One Breakfast Item	compulsory menu items	Extras: DahiVada	compulsory menu items +One Dinner Item
<b>Saturday</b>	compulsory menu items + Ravadosa + Chutney + Sambar	Panner Item (50 gmspaneer) , Sweet/ice-cream, Veg Biryani/ Veg Pulav, Raitha,  No Indian Bread and Veg Curry	Extras: Bread Pakoda	Sambar rice, curd rice, variety rice, potato chips, pickles, banana, veg salad – any 3 and boost/bournvita(200ml)
<b>Sunday</b>	compulsory menu items+ Masala dosa + Chutney + Sambar	veg salad ,Chicken Briyani(100gms chicken+unlimited rice) onion raitha,chickensallna, Lime Juice	Extras: Kachori	compulsory menu items +One Dinner Item

### TABLE C2

<b>Compulsory Extras</b> at agreed price (to be made available every day)	Omlet [Full/Half Fried] Boiled Egg, Corn Flakes, Bournvita, Boost, Horlicks and Milkshakes,  Butter and Jam	Omlet [Full/Half Fried] Boiled Egg, Jeera Rice, (veg, egg, chicken), Noodles (veg, egg, chicken), Fruit Juices, Lassi, Veg Curry, Non-Veg Curry	Chat, Milkshakes, Lassi, Fruit Juices	Omlet [Full/Half Fried] Boiled Egg, Jeera Rice, Fried Rice (veg, egg, chicken), Noodles (veg/egg/chicken), FruitJuices, Lassi, Vegetable Curry, Non- Veg Curry
		Any one veg and non veg curry to be provided daily		Any one veg and non veg curry to be provided daily

**Note:**

1. Chutney, Daal and Sambar should not be watery. Appropriate proportion of coconut and / or pulses must be used.

2. Egg - one number Twice a week boiled egg/omlette to be served in break fast

3. Egg curry – one number with unlimited curry twice a week

- Once in lunch replacing daal
- Once in dinner replacing rasam

4. Chicken curry 150 gms chicken with unlimited gravy twice a week

- Once in lunch replacing daal
- Once in dinner replacing rasam

<p><b>Breakfast Items</b></p> <p><b>(Menu)</b></p> <p><b>Note: No item should repeat more than once a week</b></p>	<ol style="list-style-type: none"> <li>1) Idly (50 gms each – 4 Nos)+ Vada (40 gms each – 2 Nos) + coconut/groundnut chutney+ sambar</li> <li>2) Wheat dosa (100 gms each – 3 Nos) + coconut/groundnut chutney + sambar</li> <li>3) Mysore Bonda (50 gms each – 4 Nos) + coconut/groundnut chutney + sambar</li> <li>4) Pongal (200 gms) + Vada (40 gms each – 2 Nos)+ coconut/groundnut chutney +sambar</li> <li>5) Maggi (250 gms) + tomato sauce</li> <li>6) SemiyaUpma (250 gms) + coconut/groundnut chutney</li> <li>7) Ravadosa(120 gms each – 2 Nos)+ coconut/groundnut chutney+sambar</li> <li>8) Onion Uthappam(150 gms each – 2 Nos) + coconut/groundnut chutney+sambar</li> <li>9) RavaUpma(200 gms) + coconut/groundnut chutney</li> <li>10) Khichadi(200 gms)+ coconut/groundnut chutney+sambar</li> <li>11) Masala Dosa(120 gms each + 30 gms masala(alu-onion curry)– 2 Nos.) + coconut/groundnut</li> <li>12) Sandwich (2 Nos. with 4 Slices ) with raw veg/alu masala/ veg masala</li> </ol>
<p><b>Indian Breads</b></p> <p><b>Any one by rotation, to be served at least once a week. No repetition in 48 hours</b></p>	<ol style="list-style-type: none"> <li>1) Roti</li> <li>2) Pulka</li> <li>3) Oil Chapathi</li> <li>4) PudhinaChapathi</li> <li>5) Poori</li> </ol>
<p><b>Veg Curries</b></p> <p><b>(Menu)</b></p> <p><b>Note: No item should repeat more than once a week; each item should be served at least once in a fortnight.</b></p>	<ol style="list-style-type: none"> <li>1) Mix veg curry</li> <li>2) Potato podimas</li> <li>3) Cabbage Tomato Tokku</li> <li>4) Raw banana curry</li> <li>5) Green peas masala</li> <li>6) Carrot beans</li> <li>7) Chana masala</li> <li>8) Brinjal masala</li> <li>9) Cabbage capsicum</li> <li>10) Beans+alu</li> <li>11) Alu-capsicum</li> <li>12) Beetroot channa</li> <li>13) Bhindi fry</li> <li>14) Paneer butter masala(50 gmspaneer)</li> <li>15) Palakpaneer(50 gmspaneer)</li> <li>16) Kadaipaneer(50 gmspaneer)</li> </ol>
<p><b>Daals</b></p> <p><b>(Menu)</b></p> <p><b>Note: No item should repeat more than once a week</b></p>	<ol style="list-style-type: none"> <li>1) Toor dal</li> <li>2) Gongura dal</li> <li>3) Palak dal</li> <li>4) Moong dal</li> <li>5) Dal makhani</li> <li>6) Yellow dal</li> <li>7) Mix dal</li> <li>8) Mysore dal</li> <li>9) Tomato Dal</li> </ol>

<p><b>Dinner Item</b></p> <p><b>(Menu)</b></p> <p><b>Note: No item should repeat more than once a week</b></p>	<ol style="list-style-type: none"> <li>1) Oil Chapathi + Veg curry</li> <li>2) Poori + Veg curry</li> <li>3) Masala dosa + groundnut/coconut chutney</li> <li>4) Veg Fried Rice + Veg Manchuria</li> <li>5) Veg Peas Pulav</li> <li>6) Alooparatha + 100 ml of curd + sugar</li> <li>7) Uthappam + groundnut/coconut chutney</li> <li>8) Dosa + groundnut/coconut chutney</li> </ol>
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<b>Sweets</b>  <b>( 75 gms)</b>	1) Gulabjamun 2) Carrot halwa 3) Paruppupayasam 4) Kala jamun 5) Badushah 6) Jilebi 7) Double kameetha 8) Sooji-halwa 9) Rasmalai 10) DahiVada 11) Ice cream cup – 100 ml of Vanilla/Strawberry/Chocolates/Butter Scotch
<b>Fruits</b>  <b>Note: No item should repeat more than thrice a week</b>	1) Banana (green, yellow) –100 gms 2) Seasonal Fruits – 100 gms 3) Pineapple – 100 gms 4) Water melon – 250 gms5) Papaya – 100 gms

Note: All the items in the meal are unlimited in quantity except the following

- Milk – 1 cup of 200 ml (**made with 1.5% fat undiluted milk**)
- Curd/Raitha – 100 ml. (**Curd made with 4.5% fat undiluted milk**)
- Sweet
- Fruits
- Branded Ice cream

Coffee/tea: All residents have a choice to mix coffee/tea in milk. Coffee/tea in a container shall be kept at the counter at the time of breakfast.

Other points to note:

- Panneer item to be served only once in a week.
- AlooParatha with curd to be served only once in a week.
- Ice cream to be served atleast once in a month.
- Extras:
  - Atleast 3 items to be made available during the breakfast
  - Atleast 5 items to be made available during the lunch
  - Atleast 2 items to be made available during snack time (4.30PM to 5.30PM)
  - Atleast 5 items to be made available during the dinner ( One among them should be a small ice cream cup)

**Table C3 Food Court menu**

Particulars	Quantity	Particulars	Quantity
<b>Breakfast</b>	<b>Qty</b>	<b>Lunch</b>	
Idly, 3 nos.	150 gm	Egg biriyani	300 gm + 2 no of eggs
Uthappam	80 gm	Chicken biriyani	300 gm rice +100 gm chicken + 1 egg
Plain dosa	80 gm	Veg pulav/biriyani	300 gm
Onion-dosa/uthappam	90 gm	Ghee rice (nuts & dry grapes)	300 gm
Masala dosa	100 + 30gm	Bisibella bath	250 gm
Medhu/ masala vada	40 gm	Variety rice (lemon/tomato/tamarind)	250 gm
Sambharvada	40 gm	Curd rice	250 gm
Pongal/uppuma/kitchati	200 gm	<b>South Indian thali</b>	
Poori masala (2 nos)	60 gm	Rice-250 gm, 1no Indian bread, subji, dal, sambar, rasam, curd 100ml (3% fat, undiluted milk), papad-1 no or fryums, veg salad 50gm and pickles.	
Alooparatha with curd	1 no		
boiled egg	1 egg	<b>North Indian thali</b>	
Egg scramble/ omlet 2 bread slices and omlet	1 egg	rice 150 gm, 3 indian bread, dal/veg curry(north indian), dry subji(north Indian), curd 100ml (3% fat, undiluted milk), papad 1 no/fryums, veg salad 50gm pickles.	
<b>Indian bread pack</b>			
Roti/naan/kulcha	30 gm	<b>Rice/noodles</b>	<b>Qty</b>
Butter naan	40 gm	Plain rice	250 gm
Phulka (3 no)	60 gm	Veg fried rice	250 gm
Cholapoori	60 gm	Paneer fried rice	250 gm
Chapathi (2 no)	60 gm	Egg fried rice	250 gm
Chicken soup	150 ml	Chicken fried rice	250 gm
Tomato clear soup	150 ml	Veg noodles	250 gm
		Egg noodles	250 gm
<b>Snacks</b>		Chicken noodles	250 gm
Samosa 75 gm each	2 nos	Jeera rice	250 gm
Bajji any variety, 100gm	1 no	<b>Curries (at least 4 veg and 2 non-veg items everyday)</b>	
Vada any variety, 40gm	1 no	Veg butter masala	200 gm
Sweet 75gm	1 no	Paneer butter masala	200 gm
<b>Chats</b>		Alugobi masala	200 gm
Papdi chat	100 gm	Egg masala (2 Eggs)	200 gm
Panipoori	100 gm	Channa butter masala	200 gm
Dahipoori	100 gm	Kadai veg	200 gm
Bhelpoori	100 gm	Plain palak	200 gm
Samosa masala chat	100 gm	Cauliflower manchurian	200 gm
<b>Fresh juice</b>		Paneer manchurian	200 gm
Pineapple	225 ml	Veg manchurian	200 gm
Grape	225 ml	Dal tadka	200 gm
Chicku	225 ml	Veg kurma	200 gm
Mosombi	225 ml	Dal makhni	200 gm
Papaya	225 ml	Aluzeera	200 gm
Water melon	225 ml	Alu peas masala	200 gm
Lime juice	225 ml	Alu tomato	200 gm
Lassi	225 ml	Bhindi fry	200 gm
<b>Beverages</b>		Baiganbharta	200 gm
Tea	120 ml	<b>Non vegetarian (dry)</b>	
Coffee ( bru)	120 ml	Chicken 65	150 gm
Horlicks/ boost/etc	120 ml	Chilly chicken	150 gm
Curd (3% fat, undiluted milk)	100 ml	Chicken chettinad	150 gm

Curd (3% fat, undiluted milk)	100 ml	Chicken chettinad	150 gm
		<b>Gravys</b>	
		Butter chicken	150 gm
		Kadai chicken	150 gm
		Egg masala (2 eggs) (to be made available all days)	200 gm

**Format for Financial Bid (to be typed in the letterhead of the firm)  
Financial Bid**

To  
The Chairman (Council of Wardens) and Hostel Management  
IIT Madras, Chennai- 600 036

Dear Sir  
Sub: Selection of Caterer for hostel dining facility

In response to your advertisement for "**Providing catering services in the hostel and central dining facilities**", we submit herewith our Financial bid.

**Basic Menu for the mess**

Type of Menu	Daily rate per student (in Rs) (including service tax and any other statutory Central /State Govt. taxes) considering the charges (for example, water, electricity etc) are borne by the caterer
	Rates may be quoted for different capacities in separate column namely: up to 350, 350-500, 500-700, 700-1000
Basic menu	

**Bidding Table - Daily Rate / student (PSPD – Per Student per day)**

Student Strength upto	Common South (CS)	Common North(CN)	Non Veg
<b>350</b>			
<b>500</b>			
<b>650</b>			
<b>850</b>			
<b>1700</b>			

**Extra items for the mess**

Sl No	Item	Unit	Rate (Rs) including service tax etc
1	Boiled egg	1 No.	
2	Single egg Omlet	1 No.	
3	Single egg masala	1 No.	
4	Scrambled egg	1 No.	
5	Corn flakes	50 gms	
6	Gobi 65	Per plate (150 gm)	
7	Gobi Manchurian	Per plate (150 gm)	
8	Onion/palak/gobipakaoda	Per plate (150 gm)	
9	Chicken 65 (Dry)	Per plate (150 gm)	
10	Chicken masala	Per plate (150 gm)	
11	Chettinad Chicken	Per plate (150 gm)	
12	Ginger chicken	Per plate (150 gm)	
13	Pepper chicken	Per plate (150 gm)	
14	Chilli chicken	Per plate (150 gm)	
15	Garlic chicken	Per plate (150 gm)	
16	Chicken Briyani	Per plate 300 gm rice + 100 gm chicken	
17	Baby corn masala	Per plate (150 gm)	
18	Paneer butter masala	Per plate (150 gm)	
19	Mushroom masala	Per plate (150 gm)	

20	Chillipanner	Per plate (150 gm)	
21	Meal maker masala	Per plate (150 gm)	
22	Aloogobi	Per plate (150 gm)	
23	French fries	Per plate (150 gm)	
24	GulabJamun	Two pieces of 50gm each	
25	Rasagulla	Two pieces of 50gm each	
26	Basandi	One cup of 75 ml	
27	Rasmalai	One cup of 75 ml	
28	GajarHalwa	Per plate (100 gm)	
29	Fruit salad w/o ice cream	Per plate (150 gm)	
30	Ice cream	1 scoop of 50 gm	
31	Noodles	Per plate (150 gm)	

The above rates are worked out based on the average number of students. These rates are applicable for whole contract period mentioned in the document. We also accept to cater to any minor modifications in the menu as requested by the students and approved by the Mess Monitoring Committee without any additional cost. We hereby agree to abide by the decision of the Hostel Management and terms and conditions mentioned in the schedules. We also agree to attend MMC meetings without fail and implement the decisions taken by MMC in strict compliance. We have enclosed the duly signed copy of all the schedules with the required annexure. We hereby certify that the above rates are inclusive of service tax and any other Central/State Govt. taxes.

Sincerely

Authorized signatory of the tenderer with seal

**Caterer is advised to indicate the options of service in Menu category and strength**

*Please tick your option against the category you wish to operate*

**A- Category**

Sl. no	Menu	Option
1	Common South only (CS) with Veg& Non Veg extras	
2	Common North only (CN) with extras Veg& Non Veg extras	
3	Both CS &CN with Veg& Non Veg extras	
4	Veg only with Veg extras	
5	Non Veg only	
6	Food Court only	
7	All the above	

**B-Strength**

*Please tick your option against the category you wish to operate*

Sl.no	Strength up to	Option
1	350	
2	500	
3	650	
4	850	
5	1700	
6	All the above	

### Item-wise quote for the Food Court

Particulars	Quantity	Price	Particulars	Quantity	Price
<b>Breakfast</b>			<b>Lunch</b>		
Idly 3 Nos.	150 gm		Egg Biryani	300 gm + 2 no of eggs	
Uthappam	80 gm		Chicken Biryani	300 gm rice +100 gm chicken	
Plain Dosa	80 gm		Veg Pulav/Biryani	300 gm	
Onion-Dosa/Uthappam	90 gm		Ghee Rice (Nuts & Dry Grapes)	300 gm	
Masala Dosa	80 + 40 gm		Bisbella Bath	250 gm	
Medhu/ Masala Vada	40 gm		Varietyrice(Lemon/Tomato/Ta marind)	250 gm	
SambharVada	40 gm		Curd Rice	250 gm	
Pongal/Uppuma/Kitchati	200 gm		<b>South Indian Tali</b>		
Poori Masala (2 Nos)	60 gm		Rice-250 gm,1no Indian bread, subji, dal, sambhar/rasam,curd 75ml,papad-1 no, veg salad 30gm and pickle		
AlooParatha With Curd	1 no		<b>North Indian Tali</b>		
Scrambled/Boiled/Omlet	1 egg		Rice 150 gm, 3 no.indian bread, dal/veg curry(north indian),dry subji(north Indian), curd 75ml,papad 1 no, pickle, veg salad 30gm		
Bread Omlet	1 egg		<b>Rice/noodles</b>		
<b>Indian Bread Pack</b>					
Roti/Naan/Kulcha	30 gm				
Butter Naan	40 gm		Plain Rice	250 gm	
Phulka (3 No)	60 gm		Veg Fried Rice	250 gm	
CholaPoori	60 gm		Paneer Fried Rice	250 gm	
Chapathi (2 No)	60 gm		Egg Fried Rice	250 gm	
Soup			Chicken Fried Rice	250 gm	
Chicken Soup	150 ml		Veg Noodles	250 gm	
Tomato Clear Soup	150 ml		Egg Noodles	250 gm	
<b>snacks</b>			Chicken Noodles	250 gm	
Samosa 75gm each	2 nos		Jeera Rice	250 gm	
Bajji any variety 60 gm	1 no				
Vada any variety 40 gm	1 no		Veg Butter Masala	200 gm	
Sweet 75 gm	1 no		Paneer Butter Masala	200 gm	
<b>chats</b>			Alu Gobi Masala	200 gm	
Papdi Chat	100 gm		Egg Masala (2 Eggs)	200 gm	
PaniPoori	100 gm		Channa Butter Masala	200 gm	
DahiPoori	100 gm		Kadai Veg	200 gm	
BhelPoori	100 gm		Plain Palak	200 gm	
Samosa Masala Chat	100 gm		Cauliflower Manchurian	200 gm	
<b>Fresh Juice</b>			Paneer Manchurian	200 gm	
Pineapple	225 ml		Veg Manchurian	200 gm	
Grape	225 ml		Dal Tadka	200 gm	
Chicku	225 ml		Veg Kurma	200 gm	
Mosombi	225 ml		Dal Makhni	200 gm	
Papaya	225 ml		AluZeera	200 gm	
Water Melon	225 ml		Alu Peas Masala	200 gm	
Lime Juice	225 ml		Alu Tomato	200 gm	
Lassi	225 ml		Bhindi Fry	200 gm	
<b>Beverages</b>			BaiganBharta	200 gm	
Tea	120 ml		<b>Non vegetarian (dry)</b>		
Coffee (Bru)	120 ml		Chicken 65	150 gm	
Horlicks/ boost/etc.	120 ml		Chilly Chicken	150 gm	
Curd	100 ml		Chicken Chettinad	150 gm	
			<b>Gravys</b>		
			Butter Chicken	150 gm	
			Kadai Chicken	150 gm	
			Egg masala (2 eggs) (to be made available all days)	200 gm	

The above rates are worked out based on the average number of students. These rates are applicable for whole contract period mentioned in the document. We also accept to cater to any minor modifications in the menu as requested by the students and approved by the Mess Monitoring Committee without any additional cost. We hereby agree to abide by the decision of the Hostel Management and terms and conditions mentioned in the schedules. We also agree to attend MMC meetings without fail and implement the decisions taken by MMC in strict compliance. We have enclosed the duly signed copy of all the schedules with the required annexure. We hereby certify that the above rates are inclusive of service tax and any other Central/State Govt. taxes.

Sincerely

Authorized signatory of the tenderer with seal