

# **Tender Document for running Campus Cafe**

**COMMITTEE FOR MONITORING CANTEENS AND CAFETERIAS**  
**Indian Institute of Technology Madras, Chennai – 600036**



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INDIAN INSTITUTE OF TECHNOLOGY MADRAS, CHENNAI - 600036  
TENDER No.2/DOST/CC/2013

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**NOTICE INVITING TENDER**

No.2/DOST/CC/2013

Tenders are invited by the Committee for Monitoring Canteens and Cafeterias (CMCC), IIT Madras, for running Campus Cafe at IIT Madras, Chennai-600 036, Tamil Nadu.

For the necessary details please refer tender document. The tender document may be obtained from the Office of the Dean (Students), IIT Madras, Chennai-600036 on payment of Rs.500/- (Rupees Five Hundred only), towards tender application form, non-refundable, by way of Demand Draft in favour of **Registrar, IIT Madras** payable at **Chennai**. The tender document may also be downloaded from [www.iitm.ac.in](http://www.iitm.ac.in) in which case the Demand Draft of Rs.500/- shall be enclosed along with the documents. The documents shall be submitted in response to this advertisement to the CMCC, IIT Madras, C/o Office of the Dean (Students), IIT Madras, Chennai-600 036.

The CMCC, IIT Madras reserves the right to award the contract either to one or more than one contractor/agency. He also reserves the right to:

- (a) Amend or withdraw any of the terms and conditions contained in the tender document or
- (b) To reject any or all the tenders without giving any notice or assigning any reason.
- (c) The CMCC is not bound to accept the lowest tender. The decision of the CMCC, IIT Madras, in this regard shall be final and binding on all.

**Dean (Students)**

### TERMS AND CONDITIONS

Tenders are invited for running **Campus Café**, a **canteen** to serve tea, coffee, snacks, sweets, breakfast, lunch and tiffin dishes.

- I. The tender document shall be submitted in a sealed envelope indicating “Tender for running Campus Cafe”. This envelope shall contain two separate sealed envelopes, one each for the Technical Bid and Financial Bid as given below. The enclosures in the Technical and Financial Bid shall be restricted to the documents asked for.

**A. The Technical Bid should contain the following in an Envelope “A”:**

1. Particulars of the Contractor as per format at Annexure I.
2. A copy each of the following:
  - a. Partnership Deed / Articles and Memorandum of Association/ Certificate of Incorporation as applicable
  - b. Registration Certificate
  - c. License under relevant act / regulation
  - d. Income Tax Returns for the last three years indicating PAN No.
  - e. EPF, ESI, Service Tax Registration at Chennai
  - f. Report from the Registrar of Societies (in case of cooperative societies) that the Cooperative Society is running satisfactorily as per Audit Reports for the last two years and particulars thereof
  - g. Balance Sheet
  - h. Profit and Loss account
  - i. Annual Report for the past three years
  - j. Organogram or Structure of the organization
  - k. Details of training facilities and syllabus
  - l. Details of cases pending including notices issued with respect to ESI, PF, Labour and other regulatory authorities
  - m. Details of equipment to be deployed
  - n. The earnest money deposit of Rs.50,000/- (Fifty Thousand only) by Demand Draft / Pay Order (and not in any other form) drawn in favour of **the Registrar, IIT Madras** payable at **Chennai** is to be deposited with the technical bid. Tenders without this will not be considered. The Earnest Money so deposited with the tender will be subsequently retained and treated as a part of the security deposit on award of work.
  - o. Demand Draft towards Application Fee for Rs. 500/- (Five Hundred only).

**B. Envelope “B” (Financial Bid) should contain the details (price against each item) as at Annexure II.**

- II. Important Dates and Points to remember:

- A. Issue of tender forms: From 10 A.M. on Thursday, 28 March 2013 to 4 P.M. on Monday, 29 April 2013 (except on Saturdays, Sundays and National Holidays, if any, during the intervening period).

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- B. Site visit by the interested parties shall be organised on Thursday, 18 April 2013, from 11.00 A.M. to 12 Noon at the Institute. Agencies will arrange their own transport and reach the Institute independently by 11 A.M and be present at the Office of the Dean (Students).
  - C. Pre-Bid meeting will be held on Monday, 22 April 2013 at 3.00 p.m. Queries, if any, may be sent by email to [drstudents@iitm.ac.in](mailto:drstudents@iitm.ac.in) so as to reach 24 hrs before the pre-bid meeting
  - D. Last date for Tender submission: Monday, 29 April 2013 up to 3.00 p.m.
  - E. Date and time for opening of Technical Bid: Monday, 29 April 2013 at 5.00 p.m.
  - F. Offer of Contract to be made by 01 June 2013, 5 p.m.
  - G. Commencement of operations by 6 a.m. on 01 July 2013.
- III. CMCC, IIT Madras reserves to itself, the right to scrutinize the credentials of all contractors and to arrive at a conclusion to its satisfaction regarding their suitability based on such examination and/or enquiry as deemed necessary. Issuing of tender forms will not as such be accepted as proof of eligibility for the contract. The CMCC will first open the **Technical Bids** in respect of all the contractors and only on satisfying itself that all documents/information required have been furnished fully and correctly and, if so required, after visiting / inspecting the sites / institutions where there is a running contract, will open envelope “B”, the **Financial Bid**. In case any contractor(s) withhold(s) information / documents, or the contractor is not found suitable due to unsatisfactory remarks during the examination / enquiry / visit to the running sites, the envelope “B”, the **Financial Bid shall not be opened**.
- IV. The contractor shall comply with all the provisions of Contract labour laws including Employees State Insurance Act and shall keep the CMCC, IIT Madras absolved and indemnified from all acts and omissions, breaches and/or false claims, demands, loss, injury and expenses to which the CMCC, IIT Madras may be exposed to or involved in as a result of the contractor’s failure to fulfill any of the above obligations. The CMCC, IIT Madras shall be entitled to recover any such losses and/ or expenses which it may have to suffer and/ or incur on these accounts, from the contractor’s monthly bill or from security deposit or from any money due to the contractor without prejudice to its any other right under the law.
- V. The contractor shall ensure that all the workers get minimum wages and other benefits as admissible under various Labour Laws such as EPF, ESI, Bonus Act and any other Acts/Laws as applicable. The contractor shall comply and provide full information in respect of the wages, etc., paid to its employees so deployed in conformity with the provisions of Contract Labour (Regulation and Abolition) Act 1970.
- VI. Tenders submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work. Validity beyond 90 days from the date of opening shall be by mutual consent.
- VII. Any alteration / modification in tender documents and giving / submitting wrong / forged information / documents on the part of the contractor will be liable to legal action and the earnest money will be forfeited.
- VIII. The contractor will have to execute a separate agreement regarding the terms and conditions of operations, pricing, hygiene, cleanliness, etc. after the award and before the commencement of work.

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- IX. On award of the contract, the contractor shall be bound to submit current and valid labour license certificate issued by the competent authority within one month from the date of award failing which the award of contract shall stand terminated without any notice.
- X. On award of the contract, the contractor shall deposit through Call Deposit / Pay order / Bank Guarantee issued by a Scheduled Bank in favour of the Registrar, IIT Madras in the specified form a sum of Rs. 5,00,000/- (Rupees Five Lakhs Only) as Performance Guarantee/ Security Money which should be valid for two months beyond the duration of the contract. The Security Money so deposited will be liable to be forfeited or appropriated in the event of unsatisfactory performance of the contract and loss or damage, if any, sustained by the Institute on account of failure or negligence on the part of the employees of the contractor.
- XI. The bidding contractor has to submit a written undertaking along with the Technical Bid that he has cleared all the statutory liabilities, viz. EPF, ESI, Minimum wages, etc. of the labour contract while he/his firm was dealing with any Government/Semi Government/Autonomous Bodies/ Private Industries etc. for the last three years.
- XII. All relevant taxes will be deducted at source as per rules.
- XIII. Some of the operational aspects to be complied with are tabulated below:

a	Dining facilities consisting of immovable properties including built space, water and power supply systems, will be provided. The Contractor must cook food in the kitchen(s), and the food shall be served in the specified and allotted space. Prospective Tenderers may inspect the available facilities with prior appointment.
b	<u>SERVICE OPERATIONS TIMINGS (365 days a year)</u>  <b>CAMPUS CAFÉ : 7 A.M. TO 7 P.M</b>
c	Type of service: Self-service by customers.
d	The responsibility for procurement of: (a) first quality provisions, vegetables, milk, fish, chicken, etc., and (b) all consumables used to prepare the dishes, shall be vested in the contractor.
e	The Contractor shall submit two or three brands for each item and the Committee for Monitoring Cafeterias and Canteens(CMCC) will select the brands that shall be used to prepare the dishes.
f	The Contractor shall use only branded, raw materials and the CMCC shall retain the right to check all materials brought to the canteen as well as the cooking and serving processes.
g	The CMCC shall arrange to provide to the Contractor on a chargeable basis, at the prevailing rates in the Institute: (a) electric power supply for the exclusive purpose of providing the said canteen services, and (b) Water for washing and cleaning. (c) Every effort must be exercised by the Contractor to avoid any wastage of electricity and water.
h	The Contractor's service and operations performance will be evaluated on the basis of a variety of criteria including service reliability, quality and hygiene.

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i	The rates quoted for the respective items shall include all prevailing and applicable taxes and service charges levied or leviable by the Central and State Governments.
j	This agreement shall be valid for a minimum period of two years beginning from the date of formal mutual acceptance signified by its being signed by both parties. However, notwithstanding the above, this agreement is liable or fit for prior termination if either or both parties formally express their dissatisfaction through written communication(s) and by giving a notice period of not less than three months to the other or each other. The prices/rates stipulated in this agreement shall hold good for a minimum period of one year from the date of mutual signing of this agreement.
k	The Contractor shall pay a nominal license fee to be specified by the Institute's Estate Section. This is also subject to periodic revisions by the competent authority of the Institute.
l	<p><b>The Contractor shall be solely responsible for ensuring:</b></p> <ul style="list-style-type: none"> <li>i) arrangements of gas refills, and their safety,</li> <li>ii) supply of milk from his/her own resources,</li> <li>iii) cleaning/washing of plates/utensils,</li> <li>iv) proper housekeeping of the entire premises to make it neat, clean and hygienic including pest control measures.</li> <li>v) proper maintenance, hygiene, cleanliness and presentation of the kitchen(s), their surroundings, and the specified and allotted service space,</li> <li>vi) service readiness of the staff – this should be given the top most priority,</li> <li>vii) that the food cooked and served in the specified and allotted space shall not be served in any other place inside and / or outside the Institute campus except tea, coffee, beverages and biscuits.</li> <li>viii) that food cooked outside the specified and allotted space shall not be served there, except for the permitted bought out items.</li> <li>ix) catering to a pre-specified demand of a large number of students and/or staff members, at mutually acceptable notice, when circumstances warrant.</li> <li>x) that the specified and allotted space, or any part thereof, is not assigned, sublet or parted with for possession, use or enjoyment by any other third party, under any circumstances.</li> <li>xi) that no construction, structural alterations or additional fittings within the specified and allotted space shall be made or carried out without prior written approval from the competent authorities of the Institute.</li> <li>xii) the necessary staff strength in each category of cooks, helpers, cleaners, etc. Their exact numbers, including shift details, shall be furnished to the CMCC before commencing the services.</li> <li>xiii) that no children are engaged in any manner whatsoever, in violation to the existing laws in any part or whole of the service operations.</li> <li>xiv) that no employee stays in the premises after his/her assigned working hours.</li> <li>xv) that all employees shall wear assigned uniforms given by the caterers during their service times and carry their identity cards at all times.</li> <li>xvi) the acceptable conduct and behavior of their employees, during their respective service times as well as during their presence inside the campus. It may be specially noted that smoking and consumption/distribution of liquor is strictly prohibited within the campus.</li> </ul>

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	<p>xvii) that all the employees are free of communicable diseases. Medical Certificates to this effect shall be made available for inspection by the competent authorities of the Institute.</p> <p>xviii) the payment of minimum wages to their employees as per the norms of the Government of Tamil Nadu norms, ESI and EPF. The record of employees' duty hours and their respective pay structures shall be maintained as per the corresponding rules, and be made available for:</p> <ul style="list-style-type: none"><li>(i) inspection by authorized government personnel, and</li><li>(ii) meeting other statutory and non-statutory benefits /obligations.</li></ul> <p>xix) that all expenses related to the functioning of the employees engaged by the Contractor shall fall fully within the scope of the Contractor.</p>
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XIV. Each page of the tender document submitted by the contractor should be signed by the authorized signatory / the Contractor.



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**Annexure I**

**TECHNICAL BID**  
**PARTICULARS OF THE CONTRACTOR**

1. Name :
2. Address, Telephone No. and Email id :
3. In case of Proprietor/ Partnership Firm :

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<b>Sl. No.</b>	<b>Name of the Proprietor/ Partners</b>	<b>Address with Telephone Nos.</b>
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a.

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b.

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c.

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**Note:** Partnership deed must be enclosed in case of partnership firm.

4. In case of Co-operative Society / Companies:

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<b>Sl. No</b>	<b>Name of the Chairman / MD / CEO / GM and Secretary</b>	<b>Address with Telephone Nos.</b>
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a.

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b.

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5. Name and address of the person holding power of attorney in case of partnership firms / co-operative society / company :

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6. Labour license number provided by Labour Commissioner :
7. Details of Quality Certification, if any :
8. Registration/ License No.(s)  
 Under C.L.(R&A) Act. 1970 :  
 ESI Act. :  
 EPF Act :  
 Service Tax :

9. Details of past experience / present contracts:

Contractors should have a minimum of three years' experience and have at least three running contracts amounting to at least 75% of the perceived value of this contract as projected in the Financial bid in at least two single contracts.

Sl. No	Name of the Organization	Address	Period of work	Consolidated Billing Amount per Annum	Name of the Officer In-Charge at the Client Organization

10. Bidders Solvency (Capital Employed) :
11. Turnover per annum :
12. No. of employees :
13. Any other information :

**PLEASE FURNISH A COPY OF AUDITED STATEMENTS (for the past three years)/ COPY OF DOCUMENTS IN SUPPORT OF THE PARTICULARS GIVEN ABOVE**

Place:

Date:

Signature of the Contractor with Seal

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**Annexure II**

**FINANCIAL BID**

Name of the Contract : Running Campus Cafe

Please mention the price against the respective items given below:

**CAMPUS CAFE – PRICE LIST**

-	Item	Wt. in Gms.	PRICE
	Idly - 2 Pc	125	
	MeduVada - Pc	40	
	Special Vada - Pc	50	
	Pongal	150	
	Plain Dosai	110	
	Masala Dosa	150	
	Onion Uthappam	125	
	Poori - 2 Pc		
	Ghee Roast	110	
	Special Masala Dosai	150	
	Curd Vadai- 2 Pc	110	
	SambarVadai	100	
	Bhaji - 2Pc	70	
	Bonda - Pc	50	
	Chappathi - 2 Pc		
	Somasa		
	Cutlet	50	
	Variety Rice	150	
	Limited Meals		
	Special Coffee	100ml	

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Ordinary Coffee	100ml	
Special Tea	100ml	
Boost / Horlicks	150ml	
Sweets	50	
Savories	50	
Chicken Briyani+Egg		
Chicken Curry		
Egg Briyani		
Omlette( 2eggs)		
Parotta (2nos)		
Paniyaram 5 nos		
Today's Special (UPTO THREE ITEMS)		
ANY OTHER ITEM(S) MAY BE INCLUDED		

Place:

Signature of the Contractor with Seal

Date: