

भारतीय सूचना प्रौद्योगिकी संस्थान मणिपुर
**INDIAN INSTITUTE OF INFORMATION TECHNOLOGY
MANIPUR**



**TENDER DOCUMENT
FOR
PROVIDING CATERING SERVICE
IN IIIT MANIPUR HOSTEL**

January – 2018

Version 2.0

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Ref. No. IIITM/Admin/Tender/Catering/1

Date: 01.02.2018

TENDER NOTICE

Last date for submission of Tender: 3.00 PM on 12.02.2018

Tenders in the form of Expression of Interest (Eoi) are invited from experienced catering firms to cater food in the Hostel Mess of IIIT Manipur at its campus in Mantripukhri, Manipur. The Eoi document can be downloaded from <http://www.iitmanipur.ac.in> on or **before 12.02.2018, 2:00 PM**. The tenderer/caterer must enclose the cost of bid document in the form of Demand Draft of ₹ 2000 (Rupees Two thousand only) drawn in favor of "Indian Institute of Information Technology Manipur" payable at Imphal on submitting the Tender document.

The duly signed and sealed Eoi documents shall be either sent to **the Interim Registrar, IIIT Manipur, Mantripukhri, Imphal East - 795002** by speed-post/courier **so as to reach him on or before 12.02.2018, 3:00 PM**, or submitted at drop box kept in Administration Block of IIIT Manipur, **up to 12.02.2018, 3:00 PM**. IIIT Manipur will not be responsible for any delay or loss of Eoi sent by post/courier. The Eoi documents will be evaluated by a committee duly constituted for this purpose. The committee will examine the technical documents, financial bid and decide the suitability as per the requirements and terms and conditions of the tender document.

The decision of IIIT Manipur authority will be final and binding in awarding the contracts.

Sd/-
Interim Registrar,
IIIT Manipur.

EXPRESSION OF INTEREST (EOI) FOR CATERING SERVICE IN HOSTEL

The Eoi document consists of

- i. Tender Schedule (Three pages)**
- ii. Schedule A: Basic Technical & Financial proforma (Three page)**
- iii. Schedule B: Terms and Conditions for Catering (Nine pages)**
- iv. Schedule C: Details of Menu, Mess Subscription System and Payment Terms (Four pages)**

IMPORTANT DATES:

Notification of Tender	: 01st February 2018
Last date of bid submission	: 3:00 PM on 12th February 2018
Opening of Bids	: 11:00 AM on 13th February 2018
Declaration of successful Bidder	: 16th February 2018
Cost of Eoi document	: ₹ 2000.00 (Rupees Two Thousand only) (<i>Non-refundable</i>)

TENDER SCHEDULE

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

Important Conditions of the Tender to be abided by the Caterer

1. Eligibility to participate in the tender:

A caterer who is willing to participate in the tender should have rendered catering services of providing breakfast, lunch, and dinner on a continuous basis for at least one year in reputed educational institutions/establishments.

2. Submission of tender:

A tender in the form of this EoI can be submitted on all working days. The last date for submission of the tender is on or before 12.02.2018, 3:00 PM. In the event of this day being declared as a holiday for any reason or the other, the tenders can be submitted up to 3:00 PM. on the following working day.

3. Earnest Money Deposit (EMD):

The caterer should submit an EMD amount of ₹ 1.00 Lakh (Rupees One Lakh only) along with the EoI by way of Demand Draft drawn in favour of "Indian Institute of Information Technology Manipur" payable at Imphal. An EoI without EMD would be considered as *NON-RESPONSIVE* and is liable to be *REJECTED*. Personal cheques or photo/fax copies of the demand draft/Banker pay orders will not be accepted. No interest will be paid on EMD. EMD of the successful bidder shall be converted as Security deposit (Balance to be paid before issuance of the contract) which will be interest free. For unsuccessful caterers, the EMD will be returned.

4. Authority to sign:

All pages of the EoI along with the enclosures must be duly signed by the caterer. If an individual or a proprietor of a firm is a signatory, he/she should sign above the full type-written name and current address. In 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 should accompany the Documents) should sign. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm should be furnished. In 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.

5. Compliance/Confirmation:

Compliance or Confirmation report with reference to the Basic Technical Details (Schedule-A), Terms & Conditions of Catering (Schedule-B) and Details of Menu, Mess Subscription System and Payment Terms (Schedule-C) should be duly filled, signed and be included with the tender along with its necessary enclosures. The tender inviting authority may visit the premises of the tenderers to evaluate and verify details provided by the tenderer. Intimation in this regard will be made on the visiting day.

6. Alternative proposals:

The caterer shall submit the EoI that strictly comply with the requirements of the tender. Any alternatives or modifications shall render the EoI invalid; EoI with conditional offers will be invalid.

7. Late submission of tender:

The EoIs received after the due date and time will not be considered and the same will be returned unopened to the caterer.

Date:

Place:

Signature of Caterer
along with official seal and address

8. Acceptance and rejection:

IIIT Manipur reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the tender without assigning any reason. A tender which does not fulfill any of the conditions as per this EoI or with incomplete documents in any respect will be rejected summarily.

9. Hostel details:

The details of the IIIT Manipur hostels and their approximate room strength are given in Annexure - 1 of Schedule B. Prospective caterers are encouraged to visit the hostels to ascertain the available infrastructure. IIIT Manipur reserves the right to assign Hostel Mess to any of the caterer.

10. Final selection:

Final selection of the bidder for providing its services shall be based on the criteria to be derived from the submitted tender documents, A successful bidder is one who has passed this final selection process and has received Letter of Intent for providing its services.

11. Contract Agreement:

The successful bidder shall sign a contract agreement with IIIT Manipur, which will be executed as per the provisions of the stamp act and shall be duly registered.

12. Period of contract:

The contract will be assigned initially for a period of 1 (one) year, effective from **1st March 2018**. Upon satisfactory performance, the contract may be extended for 1 (one) more year. In exceptional cases, where the services provided by the firm are extremely satisfactory during first two years, the authority may extend the contract period by another one year.

13. Termination of contract:

The contract may be terminated by the caterer by issuing not less than 2 (two) months written notice. However, the authority reserves the right to terminate the contract without assigning any reason if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene of any of the mess services are deteriorated to such an extent that it is detrimental to the interests of the hostel boarders and their health. Any deviation from any of the clauses as mentioned in the Tender Document will also be applicable for terminating the contract.

14. Mess workforce:

The mess workforce shall be proposed by the Tenderer in the bid document as per Table-2. They should be paid the Minimum Wage as per the latest Government of Manipur norms. The proof of payment of Minimum Wage must be submitted with all monthly bills.

Date:
Place:

Signature of Caterer
along with official seal and address

15. Maintenance of kitchen equipment:

The successful bidder who undertakes the catering contract is responsible for the maintenance of the kitchen equipment for the entire duration of the catering contract. To this end, the successful bidder has to sign a contract with the IIIT Manipur.

16. Payment terms:

Daily Rate to be paid by a student for the basic menu (including one special dish per week) shall be quoted in the Financial Bid. This rate shall be provided along with breakup of applicable taxes i.e. GST. Thus monthly payment to the caterer will be calculated as [Bid Price (per day per student) x number of subscribers x number of days in the month]. This will be inclusive of the wage to be paid to the Mess workforce. Relevant details are given in Schedule C.

17. Inspection authority:

Authorized representatives of the individual hostels will carry out periodic inspection and surprise checks to ensure quality of ingredients, hygiene, and cleanliness.

18. Canvassing:

Any attempt to canvass for selection of a caterer, directly or indirectly, will lead to disqualification of such caterer from the selection process.

19. Modifications:

IIIT Manipur reserves the right to modify/add any clause to the agreement, during the period of the contract.

20. Cancellation of tender:

IIIT Manipur reserves the right to cancel the tender at any time without assigning any reason.

21. Disputes and jurisdiction:

Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within the local limits of Imphal in Imphal West District, Manipur.

22. Acknowledgement:

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

Date:

Place:

Signature of Caterer
along with official seal and address

SCHEDULE- A: BASIC TECHNICAL DETAILS

1a	Name of the Caterer/Catering Firm:		Paste a passport size photograph(s) of representative(s) of the firm/individual caterer	
	Complete Address:			
	Phone No.		E-mail ID	
1b	Name of Contact Person / Representative of firm and Designation			
	Phone No.		Mobile No.	
2a	Catering License No		Catering Registration	
	PAN		GST	
	ESI		EPF	
	TIN			
	(Documentary proof of the above to be enclosed)			
2b	Proof for payment of income tax and service tax (last three years) (Copy of income tax and service tax payments to be enclosed)			
3	No. of Food Courts/dining facilities run in Higher educational Institutions (Enclose list of work handled up to 2017 and ongoing work separately with all the relevant documents) (List to include name of the institution, duration, number of students catered, type of service provided)			
4	No. of Food Courts/dining facilities run in non-academic establishments (Enclose list of works handled up to 2017 and ongoing work separately with all the relevant documents)			
5	Quality Certification obtained for the Food courts/ Dining facilities/Catering services provided (Copy should be enclosed)			
6	Caterer Solvency (Capital Employed) (Rs.in lakhs) (Solvency certificate for an amount not less than Rs.10.00 Lakhs should be enclosed)			
7	Turnover per annum Rs. (in Lakhs) Authenticated copy of audited Statement of Accounts for the last three years should be enclosed (In case the work was executed for private firm / persons, TDS certificate should be submitted)			
8	No. of Employees	Regular		Temporary
9	Litigations, if any, connected with Catering Work		Yes/ No (if yes, details to be furnished separately)	
10	Any other information, caterer wishes to provide in support of their credentials. (Details, if any, to be furnished separately)			

Note: Please use separate sheets if the space is not sufficient and indicate the column number. Authenticated certificates are to be produced in support of respective items and the bids without the information and documents mentioned above will be rejected without further consideration.

Date:
Place:

Signature of Caterer
along with official seal and address

ADDITIONAL DOCUMENTS TO BE ENCLOSED WITH THE TECHNICAL BID

Photocopy of the following documents are to be enclosed. Original documents shall be produced for verification:

- a) Food outlet & Labor license
- b) Municipal license by Public Health Officer
- c) Details about PF/ESIC registration
- d) Balance Sheet - last 3 years
- e) Partnership Deed
- f) Shop & Establishment Registration
- g) Income Tax Return Certificate (for the last three years and PAN copy)
- g) FSSAI certificate
- h) GST Registration

Please note that bids without the information and documents mentioned above are liable to rejection.

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

Date:
Place:

Signature of Caterer
along with official seal and address

PROFORMA OF FINANCIAL BID

(To be printed on letterhead of Tenderer and submitted in a separate envelope duly sealed super scribing the envelope "Financial Bid")

To,

**Interim Registrar
Indian Institute of Information Technology Manipur
Mantripukhri, Imphal East – 795002.**

Subject: Mess catering contract for IIIT Manipur Hostel.

Sir,

Our quotation for providing catering at the hostel mess is as below:

Quotation for "Per Day per Student"

CATEGORY	BREAKFAST (₹)	LUNCH (₹)	DINNER (₹)	TOTAL – (PER DAY PER PERSON (₹) (A)	MEALS (with special dish) (₹) (B)
Per Student Per Day					

* **Quoted Amount = (A) + 1/7th of (B) ₹** (In words:) Per day per student. The above quote includes all applicable taxes.

It is understood that no overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid is liable to be rejected. Quoted amount/rates must be written in figures as well as in words, failing which the Financial Bid is liable to be rejected. In both the cases, if rejected, we shall not challenge the decision at any forum.

Signature of the Proprietor(s)/Partner(s) or Authorized Representative:

.....

Date:

Name of the Signatory:

Place:

Designation:

SCHEDULE- B: TERMS & CONDITIONS FOR CATERING

I. MESS FACILITIES AND MAINTENANCE

1. Mess facilities consisting of kitchen and dining halls are provided by IIIT Manipur in its Hostel Mess. The details of the hostels are given in Annexure-1. The caterer has to arrange for catering food in the dining hall. Prospective caterer(s) may inspect available facilities with prior appointment.
2. The entire activity of the caterer shall be limited within a marked area (to be notified separately to the successful firms) meant for dining, cooking, storing, cleaning, and preparation areas.
3. The Hostel Mess is provided with block gas connection with attached (empty) cylinders. The cooking gas set-up will be given to the caterer for proper use, handling, and maintaining the safety.
4. Filling and refilling of these cylinders are the responsibility of the caterer at his own cost. As such, these cylinders can be refilled at the rates under NDE (Non-Domestic Exempted) category. However, it is the responsibility of caterer to refill the cylinders as per the Government norms and prices.
5. Hostel Mess is provided with some cooking - and serving-utensils to be used by the caterer. The caterer is responsible for the upkeep and maintenance of these items, and to return them in good condition at the end of the contract period. In case of any loss or damage, those items should be replaced by a newly purchased similar item, to the satisfaction of the issuing authority.
6. The Hostel Mess is also provided with certain kitchen equipment (Grinders, Bain Maries, Burners, Water purifiers, etc.), furniture (storage racks, dining tables, etc.). The caterer is responsible for the upkeep and maintenance of these items, and to return them in good and tenable condition at the end of the contract period. Cost of repair due to mishandling and/or willful damage (except normal wear and tear) will be deducted from the security deposit.
7. Periodic cleaning of fixtures (including lights, fans and other kitchen equipment) shall be carried out by the caterer, maintaining the record which will be checked by the hostel management.
8. Caterer must make his own arrangements for house-keeping of the dining and kitchen area allotted to him. The kitchen, washing area and stores shall be maintained neat and clean at all time.
9. Waste disposal is the responsibility of the Caterer. Caterer under no circumstances shall dispose plastic and food waste into the drainage. Non-compliance of proper waste disposal will invite penalty.
10. 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 competent authorities.
11. Following shall be the responsibilities of the caterer regarding hygiene and cleanliness:
 - a) Cleaning and washing of plates, cutleries and utensils
 - b) Cleaning and maintenance of kitchen equipment
 - c) Keeping the mess premises and surroundings neat, clean and hygienic
 - d) Periodic fumigation as and when required
12. IIIT Manipur shall provide the following free of cost to the caterer:
 - a) Water for cooking, washing and cleaning.
 - b) Drinking water through water filter-cum-purifiers.
 - c) Electricity for the exclusive purpose of running the mess.

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

Date:
Place:

Signature of Caterer
along with official seal and address

13. Every effort must be made by the caterer to minimize electricity and water usage.
14. Facility for the Project staff and other employees will have to be provided under "Pay & Eat" scheme, the rate of which shall be administratively decided in consultation with the successful caterer.

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

Date:
Place:

Signature of Caterer
along with official seal and address

II. CATERING

1. The caterer shall ensure a quality-catering, rendered in a courteous and prompt manner, and is in accordance with the laid down specification.
2. Breakfast, Lunch and Dinner have to be served as per the menu furnished in Schedule-C.

3. **Dining Timings**

Breakfast - 07:00 – 08:00 (on working days) and

07:00 – 09:00 (on holidays)

Lunch - 12:30 – 14:30

Dinner - 19:00 – 21:00

4. Type of service: Self-service with a minimum of one counter with provision for separate arrangement for second serve of major items viz., Indian bread, rice, etc.
5. Menu items are specified in Schedule - C. The caterer, in consultation with Mess Management Committee, has to display detailed item wise menu of a particular month by 15th of the previous month on the hostel mess notice board.
6. Procurement of the following items as per the specifications of the Hostel Management Committee and IIIT Manipur is the responsibility of the caterer.
 - a) Branded provisions, butter, Jam and milk.
 - b) First quality vegetables and fruits
 - c) Cooking gas

Further, caterer shall arrange for proper storage of the procured items within the space provided. Caterer shall not use any coloring agents and/or chemicals like Mono Sodium Glutamate (Ajinomoto) in any of the dishes, or store them in the mess premises.

7. The caterer shall use only branded raw materials and best quality resources for preparing food (See Table-1). The Caterer shall submit at least three brands for each item (taken from Table-1) and the Hostel Management shall approve these brands if satisfied after inspection. Hostel Management reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved norms.
8. The items should be prepared after proper washing and cleaning of raw materials, wherever necessary. The cooked food, which is ready to be served, shall be transferred to serving utensils, and shall be kept warm and covered under hygienic condition using specific storing articles provided for the purpose. Serving cold items (Except those expected to be served cold) and/or serving re-heated items are not permitted. Such acts may invite disciplinary action against the caterer.
9. It is the duty of the caterer to keep the dining area totally clean by mopping the area with proper cleaning agent after each meal. The dining tables and benches should also be properly cleaned after every meal.
10. The cooking and preparation areas should be washed after the completion of the activities every day. The caterer shall ensure that there is no water logging within the premises where the dining, washing, cooking, preparation areas are located and shall maintain general cleanliness and hygiene.

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

Date:
Place:

Signature of Caterer
along with official seal and address

11. The caterer shall ensure that all the safety precautions are properly taken during the process of cooking and serving. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instrument, fire-fighting equipment, etc. placed at the disposal of hostel mess.
12. Special meal (such as boiled food) should be provided to the hostel boarder as requested by the Hostel Warden from time to time.
13. Caterer's performance will be evaluated by the Hostel Affairs' Board at any moment, using either online or offline survey, during each month on a variety of factors including quality of the ingredients used, performance of the cooking staff, cleanliness and hygiene, catering quality and punctuality, etc. Non-compliance with any conditions laid out in this document can result in instant monetary fine/termination of contract (see Annexure -2 and 4).
14. Hostel mess will be closed for a day in every month for routine maintenance. The date for closing the mess shall be informed by the Hostel Affairs' Board.

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

Date:
Place:

Signature of Caterer
along with official seal and address

III. EMPLOYEES OF THE CATERER

1. In order to coordinate the activity for smooth discharge of the services, a manager shall be appointed by the caterer for the hostel mess, who will supervise the preparation of food, serving in the dining hall, and all aspects of hygiene, and in short all aspects of Catering.
2. Caterer shall appoint the required working staff in the mess according to Table-2 and shall display their details (Name, Designation, Category, Photograph) in the mess notice board with her/his approval signature and seal. Caterer shall also submit the details to the Institute security section, through Hostel Affairs Board. The minimum educational qualification for the mess manager is a bachelor's degree in any discipline. The head cooks should have at-least five years of experience cooking food in large scale.
3. Caterer shall appoint a Head Cook, who is able to lead the cooking staff from the front by setting, adopting and delivering the highest culinary standards during the preparation of various dishes mentioned in the menu by the hostel Mess Management Committee (MMC) and shall also enclose the certificate of the Head Cook showing the details of her/his previous rank/grade, experiences and performance levels under various hotel/catering managements.
4. Caterer shall appoint cooking staff along with the Head cook and other staff, as per the requirement, for satisfactory and quality catering.
5. Caterer of the girls' hostel shall preferably employ female working staff in the dining hall.
6. 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 the employees working at a given time and inform the same to HMC and Hostel Affairs Board. The caterer shall report any changes in the employees to HMC and Hostel Affairs Board.
7. The caterer shall issue a photo identity card to each of the employee, as per the format prescribed by IIIT Manipur. A copy of the same shall be submitted to the Hostel Affairs Board.
8. The staff posted on duty should always bear a clean appearance, complete in uniform and should carry a photo identity card issued by the Caterer. They should also wear necessary hand gloves and caps/hair net in the kitchen and service areas.
9. The Caterer shall be responsible for the proper conduct and behavior of the employees engaged.
10. Smoking, consumption/distribution of alcohol, use of pan and gutka by the employees is strictly prohibited in the IIIT Manipur campus.
11. The caterer should ensure that all employees are free of communicable diseases. Medical certificates to this effect should be available for inspection by the authorities.
12. All expenses related to the functioning of the employees engaged by the caterer shall be borne by the caterer.

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

Date:
Place:

Signature of Caterer
along with official seal and address

13. The caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of Manipur 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.
14. IIT Manipur may provide dormitory accommodation to the registered staff members of the team. It is the responsibility of the caterer to maintain the premises of allotted accommodation neat and clean at all the times.
15. The activities of the employees of a caterer will be restricted to the designated areas, viz. the mess in which they are working and the accommodation provided to them. They require prior permission of the competent authority to enter any other places of the campus.

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

Date:
Place:

Signature of Caterer
along with official seal and address

IV. GENERAL TERMS AND CONDITIONS

1. The daily rate quoted per student against basic menu (including one special dish per week) as in Schedule C shall include all statutory dues as levied by Central and State Governments. The Institute shall not pay any other charges for the catering service provided.
2. The rates stipulated in the contract will hold till 28th February 2019.
3. The food cooked in the dining facility shall not be served in other places inside/outside the campus. Also, the food cooked outside the given facility shall not be served in the hostel mess. Raw material stored in the Mess should be used exclusively for the student dining facilities in the IIIT Manipur campus.
4. When circumstances warrant, the Caterer shall cater for additional number of students/staff members, as requested by the Hostel Management at short notice.
5. The Caterer shall not assign, sublet or part with the possession of the premises and properties of IIIT Manipur therein or any part thereof under any circumstances. Any deviation from this clause may invite immediate termination of the contract.
6. A Security Deposit (SD) of ₹ 2.00 lakh is to be deposited by the caterer in the form of a demand draft drawn in favor of "Indian Institute of Information Technology Manipur" payable at Imphal, to execute the contract document at the beginning of the contract period. No interest is payable on the Security Deposit.
7. During the vacation periods of IIIT Manipur, the Hostel Affairs Board may decide to reduce the strength of hostel mess or to close the hostel mess completely, according to the need and convenience of the students and other users.
8. Serving of extra/optional items (see Schedule C) is an obligation of the caterer without expecting any minimum number of subscriptions.
9. Every month, each student shall subscribe to the mess in the hostel of IIIT Manipur, as per the regulations of the Hostel Affairs Board.
10. If a penalty is imposed on the Caterer, the Caterer must pay the same immediately else, the same will be deducted from the bill of the Caterer which is immediately available.
11. In case of any rightful dues (such as claim, penalty etc.) the caterer should deposit the amount in due time, failing which stern action may be initiated leading to further penalties including termination of the contract, and recovery of the amount due from the security deposit.
12. The Hostel Affairs Board, IIIT Manipur reserves the right to review and modify the terms and conditions periodically.
13. All disputes or differences whatsoever between the firm and IIIT Manipur, related to the contract will be settled by arbitration as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and shall be binding for all purpose.
14. The decision of IIIT Manipur will be final in awarding the contracts.

I/We agree to the above terms and conditions.

Date:
Place:

Signature of Caterer
along with official seal and address

HOSTEL STRENGTH

S. No.	Name of the Hostel Mess	Strength (Approximate)
1	Boys' Hostel-1	40
2	Boys' Hostel-2	57
3	Boys' Hostel-3	24
4	Girls' Hostel	09
TOTAL		130

I/We agree to the above terms and conditions.

Date:
Place:

Signature of Caterer
along with official seal and address

MESS FEEDBACK AND ASSESSMENT

Hostel Affairs' Board will collect the student feedback as per proforma below and evaluate the performance of the Caterer every month.

Category	Description	Points (Please Tick)				
		Excellent	Good	Average	Poor	Bad
		5	4	3	2	1
a	Catering and Punctuality					
b	Cleanliness, hygiene and waste disposal					
c	Overall Satisfaction with food Cooked & Served for Breakfast					
d	Overall Satisfaction with food Cooked & Served for Lunch					
e	Overall Satisfaction with food Cooked & Served for Dinner					
f	The quality of ingredients used for cooking					
Total Points						

Total points received from the students will be summed up and the Average will be calculated and shall be evaluated as below.

A. Above 24	=	Excellent
B. Above 18 but below 24	=	Good
C. Above 12 but below 18	=	Average
D. Above 06 but below 12	=	Poor
E. Below 6	=	Bad

- a. For a 'Bad' score, the penalty shall be 30% of the bill, a double warning and shall be liable to termination of the service.
- b. For a 'Poor' score, the penalty shall be 20% of the bill and a warning.
- c. For an 'Average' score, the penalty shall be 5% of the bill with instruction to improve.
- d. For a 'Good' or an 'Excellent' score, no penalty with request to keep up and improve still further.

I/We agree to the above terms and conditions of catering.

Date:
Place:

Signature of Caterer
along with official seal and address

SCHEDULE- C: DETAILS OF MENU, MESS SUBSCRIPTION SYSTEM AND PAYMENT TERMS

Basic Menu: The following mentioned breakfast, lunch and dinner shall be served every day (except the closure day) in unlimited quantity on a buffet spread.

Breakfast: There would be three choices for breakfast. A student shall choose any one of the below two choices on a particular day.

Choice (1): One among the following indicative items shall be served on a particular day along with Tea/Coffee. The schedule of the items for a week/month shall be decided by the hostel mess management committee (MMC) in consultation with the caterer.

(i) Varieties of Paratha, Pickle (ii) Idly, Sambar chutney (iii) Masala Dosa, Sambar, chutney (vii) Poori, Subji Samosa (2 pieces) with sauce.

Choice (2): Wheat Bread - **6 slices (of dimension 10 x 10 x 1 cm)** with 20 grams of butter **or** with 10 grams of butter and 10 grams of fruit jam.

Choice (3): Fruit Salad (Seasonal fruits 150 grams and one boiled egg)

Lunch and Dinner: All the following items shall be served in both lunch and dinner.

(a) Indian bread (Plain Wheat Roti) (unlimited) (b) Rice⁽¹⁾ (unlimited) (c) Seasonal vegetable⁽²⁾ (d) Dal⁽³⁾ (unlimited) (f) French fries (Only twice in a Week) (g) Green salad ⁽⁴⁾/ Papad/ Raita (Shall not be served if, French fries are to be served in a particular meal).(h) Soya chunks (i) Chik-pea (j) Kheer

(1) - Plain rice can be served with Jeera-rice maximum two times a week.

(2) - A variety of vegetables shall be served. **(Potato is not to be considered as a seasonal vegetable ⁽⁵⁾)**

(3) - Anyone or mix of moong, masoor, arahar, chana dal shall be used. As per the preference of students, Dal may be mixed with some vegetables.

(4) - Green salad (50 grams) - must contain at least Onion, Tomato, Cucumber/Carrot and should be given separately.

(5) - If served with a seasonal vegetable, the quantity of potato will be decided in consultation with the MMC.

The Institute ensures to pay monthly bills within 7 working days from the date of submission of bill, subject to (i) the performance evaluation of the caterer as per the Annexure-2, after an appropriate deduction as applicable (ii) submission of a proof of statutory dues payment.

Special Dish: One additional item (chicken/paneer dish/fish) shall be served along with the basic menu every Sunday.

Mandatory optional items: The following items **must be made available** to **every** student against extra payment, rate of which is to be decided in consultation with MMC. **(a) Breakfast:** Milk (Tetra Pak), Boiled Egg.

(b) Lunch and dinner: Packed Curd.

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

Date:
Place:

Signature of Caterer
along with official seal and address

II. Live Counter: A live counter is to be operational during the mess timings, and is to make and serve the following indicative items upon demand by the students, on extra payment basis. Caterer must provide electronic payment receipt for pay and eat system. The following items must be served at the live counter.

- (i) Omelette (ii) Scrambled Egg (iii) Scrambled Paneer.
- (ii) Tea, Coffee and Biscuits shall be made available on extra payment.

In consultation with the MMC, the caterer may serve any other items.

III. Optional Items: The caterer has to serve the following indicative items on extra payment basis along with breakfast, lunch and dinner. An exhaustive list of items, their prices and respective quantities, schedule and payment terms of these items shall be decided by the MMC in consultation with the caterer from time to time.

- (1) Non-veg: chicken, fish, (2) Boiled Egg (during lunch and dinner) (3) Butter (4) Corn flakes (5) Paneer (6) Sweet dish (7) Egg Curry

IV. Prices for pay and eat system: The contractor shall also provide a system for pay and eat.

Note: The contractor should ensure that food is not taken outside the dining premises by subscribers. Failure to ensure this might lead to punitive action including termination. For special cases, the HAB will formulate a policy to address their needs.

I/We agree to the above terms and conditions.

Date:
Place:

Signature of Caterer
along with official seal and address

TABLE-1: BRANDS PERMISSIBLE

Sl. No.	Mess Items	Standard Brands
1.	Salt	Tata, Annapurna, Nature fresh
2.	Spices	M.D.H. Masala, Catch, Badshah, Everest, Machal
3.	Ketchup	Nestle, Kissan, Heinz, Druk
4.	Oil	Sundrop, Saffola, Fortune, Dhara, (use of Hydrogenated (vanaspati) oil is prohibited), Engine Oil (Mustard)
5.	Pickle	Mother's, Bedekar, Nilon's, Priya
6.	Wheat Flour	Aashirvad, Pillsbury, Annapurna
7.	Instant Noodles	Nestle, Top Ramen, Knorr, Nissin
8.	Butter	Amul, Mother dairy, Britannia
9.	Bread	Bright, Likla, Bobby, Poky, Millennium, Elle's
10.	Jam	Kissan, Nestle, Likla, Druk
11.	Ghee	Amul, Mother Dairy, Britannia, Annapurna
13.	Milk	Amul, Mother Dairy, GO Milk, Damone, Government Co-operative Diary
14.	Paneer	Amul, Mother Dairy, Purabi, Manipur Sweets, Chappan Bhog, Government Co-operative Diary
15.	Tea	Brooke Bond, Lipton, Tata, Taaza, Taj Mahal, Amalgamated Plantations, Korangani,
16.	Coffee	Bru, Nestle, Tata
17.	Ice Cream	Amul, Mother Dairy, Kwaliti Wall's, Rollicks
18.	Soya	Nutrella,
20.	Cheese	Amul, Mother Dairy, Britannia
21.	Rice	Laxmi Bhog, Superfine.
22.	Packed Curd*	Amul, Mother dairy, Purabi, Heritage, Mamabi
23.	Washing material	Utensil cleaning material or Detergent.

* Decision of providing Curd of specific brand entirely depends on the MMC's decision.

Note: In the case of specific brands for any other items not mentioned in the contract (or) unavailability of the brands in the market mentioned in the above Table-1, the caterer can use any other FPO approved brands(except 23) only if permitted by the MMC, in writing.

I/We agree to the above terms and conditions.

Date:
Place:

Signature of Caterer
along with official seal and address

TABLE-2: Details of Working Staff* in the Mess

Designation	Category	Total
Manager	Skilled	1
Head Cook	Skilled	1
Assistant Cooks	Semi-skilled	1
Servers**	Un-skilled	4
Cleaners	Un-skilled	2
Leave Vacancy	Un-skilled	1
Total Strength of the Working Staff		10

* Worker leave schedule shall be decided by the caterer in consultation with the MMC.

** One Female server shall be included for Girls Hostel.

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

Date:
Place:

Signature of Caterer
along with official seal and address

PROCEDURE FOR WARNING

The following shall be the qualified procedure for 'Warning':

1. Any complaint against the catering service by any of the subscribers needs to be lodged through the MMC convener, or the person she/he authorizes, in written form with specific details and supporting evidence(s) (sample, photograph, etc.). The Complaint will be taken up by the MMC convener and shall forward the same to the HMC. After due deliberation, the HMC shall issue a show cause notice to the caterer and obtain written explanation, duly signed. On receipt of the reply to the Show Cause, the HMC again deliberate and shall forward the complaint with recommendation(s) to Hostel Affairs Board or the Director. On receipt of the complaint, the Hostel Affairs Board or the Director as applicable shall decide to issue a warning or take other suitable action
2. One 'Bad' assessment as per the Annexure-2 (Mess Feedback and Assessment) shall be treated as a double warning.
3. One 'Poor' assessment as per the Annexure-2 (Mess Feedback and Assessment) shall be treated as a single warning.

I/We agree to the above terms and conditions.

Date:
Place:

Signature of Caterer
along with official seal and address

CLAUSES FOR TERMINATION OF CONTRACT

1. Three *warning notices in 3 months' period (consecutive/non-consecutive) will be treated as sufficient for termination of the contract.
2. One 'Bad' score as per the Annexure-2 (Mess Feedback and Assessment) will be treated as sufficient for termination of the contract.
3. Any food poisoning involving 5 or more persons which will be due to negligence of the Caterer will be sufficient for termination of the contract.
5. Violating the Government of Manipur labour rule in respect of wage and employment will lead to termination of the contract and caterer will be blacklisted for 5 years.

***Refer Annexure - 2 & 3 for more details.**

I/We agree to the above terms and conditions.

Date:
Place:

Signature of Caterer
along with official seal and address

.....END OF DOCUMENT.....