

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH
GOREGAON (EAST), MUMBAI**

TENDER DOCUMENT FOR

Annual Contract for Providing Canteen Service at IGIDR

NIT No: IGIDR/Tender/2025/ED/03 Date: 31.01.2025

Bid Publishing Date	31.01.2025
Pre-bid meeting	11.02.2025 at 11:30 A.M. at IGIDR, MUMBAI campus
Bid Submission End Date	20.02.2025 at the End of the Day
PQ/Technical Bid Opening Date	21.02.2025 at 2:30 P.M.
Presentations by Technically Qualified bidders	The date will be intimated to bidders
Financial Bid Opening Date - tentative	The date will be intimated to qualified bidders

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film City Road, Santosh Nagar, Goregaon (East), Mumbai-400065.

Telephone: 022 6909 6200 / 507. Fax: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

“NAME OF THE WORK: **Annual Contract for Providing Canteen Services** at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065.”

1. The institute invites bids from reputed/qualified vendors/contractors/service providers for the following services:

Name of work	Period of contract	EMD
1)	(2)	(3)
Annual Contract for Providing Canteen Service at IGIDR	1 Year (Extendable for further two years)	Rs. 1,00,000.00

2. The tenders are being invited for the above-mentioned work. IGIDR reserves its right to award the work to the successful bidder.
3. The bidder has to submit an Earnest Money Deposit of **Rs. 1,00,000.00 (Rupees One Lakh)** only along with the bid.
4. The tender bids in two bid systems are invited through two separate Emails to tender@igidr.ac.in: “**Email-1: EMD and Pre-qualification/Technical Bid**” and “**Email-2: Financial bid**”. The subject of the email should be mentioned as “**Email-1: EMD and Pre-qualification/Technical Bid for Annual Contract for Providing Canteen Service at IGIDR**” and “**Email-2: Financial Bid for Annual Contract for Providing Canteen Services at IGIDR,**” respectively. **All the bid documents should be attached as a PDF document or zip file protected with a password.**
5. Last date of submission of the tender document shall be **on 20th February 2025, at the End of the day.**
6. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.
7. **Before submitting the bid, the intended bidder must visit the IGIDR and understand the scope and nature of the work.**

REGISTRAR

SECTION – A*

LETTER OF OFFER

Date _____

To,
The Registrar,
Indira Gandhi Institute of Development & Research,
Gen. A.K. Vaidya Marg, Film city Road,
Goregaon (East), Mumbai 400065.

Subject: Tender for **Annual Contract for Providing Canteen Services at IGIDR, MUMBAI**
Reference: NIT No. IGIDR/Tender/2025/ED/03 Date: 31.01.2025

Dear Sir,

With respect to your above-mentioned tender, I / We hereby submit my / our tender in the required format along with a Company Profile and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited Rupees sixty thousand through NEFT/DD/FDR/BG or MSME Certificate as earnest money to the IGIDR, which will not bear any interest.

Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

I / We have carefully gone through the terms and conditions prescribed, and I / We accept the same without any alterations/modifications.

Yours faithfully,

Signature

Name & seal of bidder

**To be submitted on company letterhead with sign and stamp.*

SECTION-B
GENERAL INSTRUCTIONS TO BIDDER

The tender bid should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065 and superscripted ~ **Tender for “Annual Contract for Providing Canteen Services” at IGIDR, Goregaon (E), Mumbai.**

1. Bidder has to submit Earnest Money Deposit of **Rs. 1,00,000.00 (Rupees One Lakh only)** through NEFT/DD/FDR/BG to “INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI” Account no. 010220100010001, IFSC code: BKID0000102, Branch name: IGIDR, Bank Name: Bank of India and UTR number with a screenshot of transaction should be included in the part of tender document towards Earnest money.
2. **The bidders registered under MSME are exempted from submission of EMD, but they should submit the necessary copy of the MSME certificate for exemption.**
3. The tender bids in two bid systems are invited through two separate Emails to tender@igidr.ac.in: **“Email-1: EMD and Pre-qualification/Technical Bid” and “Email-2: Financial bid”**. The subject of the email should be mentioned as “Email-1: EMD and Pre-qualification/Technical Bid for Annual Contract for Providing Canteen Services at IGIDR” and “Email-2: Financial Bid for Annual Contract for Providing Canteen Services at IGIDR,” respectively. **All the bid documents should be attached as a PDF document or zip file. In case the bidder cannot attach a single bid file to an email, then they can split their bid and submit it in multiple emails with mentioning in the email subject as Part-I, II, III.... etc.**
4. All the required documents should be scanned and merged either into a single PDF file or zipped into a single file and attached to the respective Emails. **The Financial bid should be attached as a PDF document protected with a password, and the password is to be shared at the time of the financial bid opening through an online meeting. The vendor should keep their password securely with them and be required to give it only when asked in an online meeting for financial bid opening.**
5. The bids will be received up to **20th February 2025**, at the end of the day. Each copy of the tender document is under their stamp and signature. No tender will be accepted after **20.02.2025** under any circumstances whatsoever.
6. The Email bid with the subject “EMD & Pre-qualification/Technical Bid for Annual Contract for Providing Canteen Services at IGIDR” shall be opened by the tender opening committee on the next day, **21st February 2025, at 2:30 PM** through the online meeting platform. The link to the meeting will be shared with participating bidders. In case the holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time.
7. The Email bid with the subject **“Financial bid for Annual Contract for Providing Canteen Services at IGIDR”** of only qualified bidders will be opened. The date of opening of the price bid shall be informed by the institute to the qualified bidders. The date of opening of the financial bid and link for the online meeting shall be informed by the institute to the qualified bidders. **The bidders should provide the password of the financial bid PDF file during the opening of the financial bid. In case the bidder can NOT provide a password for the financial bid at the opening, then their bid shall be rejected.**

8. Tenders shall remain valid for acceptance by the Institute for a period of four months from the date of opening of the tender, which period may be extended by mutual agreement, and the bidder shall not cancel or withdraw the bid during this period.
9. The bidder must use only the forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the Tender form made by the bidder shall not be valid and shall be treated as null and void.
10. The Tender form must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Institute at its discretion.
11. Rates should be quoted both in figures and in words in the columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever, especially on any change in rate specifications after the opening of the tender, will be entertained.
12. Each Page of the Tender Documents should be stamped and signed by the authorized person or persons submitting the Tender in token of his/their having acquainted himself/themselves with the General terms & conditions, specifications, special conditions of contract, etc., as laid down. Any Tender with any of the documents not so signed will be rejected.
13. A tender bid that is not accompanied by EMD will not be considered. The EMD will be returned to the bidder if their tender is not accepted by the Institute but without Interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for the execution and fulfilment of the contract. No interest shall be paid on this deposit. The Earnest Money Deposit (EMD) of the successful bidder may be converted into a Performance Security Deposit. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the conditions of the contract. No interest will be paid on Security Deposit withheld by the Institute.
14. The Institute does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the Tenders, either in whole or in part, without assigning any reasons for doing so.
15. On receipt of intimation from the Institute of the acceptance of their tender, the successful vendor/contractor shall be bound to sign the formal contract, and within seven days thereof, the successful vendor/contractor shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Institute and the Contractor so, whether such formal agreement is or is not subsequently executed. The cost of necessary Stamp paper for execution of the agreement shall be borne by the successful vendor/contractor.
16. The rates quoted in the bid shall include all charges like PF, ESIC, Reliever charges, MLWF, Bonus, Leave encashment to staff, Management fees/profit, hand gloves, caps, two sets of Uniforms, shoes, etc., wherever applicable. The rates quoted shall be final and shall not be subject to any variations in material and labour conditions or other conditions whatsoever.
17. Tender bids must include in their rates applicable GST and any other tax and duty or other levy in force levied by the Central Government or any State Government or Local Authority, if applicable.

18. The payment towards bonus and any leave encashment to the worker shall be paid extra at actual as per the applicable minimum wages act. In case the institute provides uniforms to workers, the same amount shall be recovered from the bill of the successful bidder.
19. The intending bidders are requested to visit the Indira Gandhi Institute of Development Research to understand the nature and scope of the work. The intending bidder can obtain any clarifications regarding the EOI document, employee details, previous policy details etc., if any, by contacting **Mr. Samir Parab (Administrative Officer)** on his **Contact Number 022 69096588** or through email administrativeofficer@igidr.ac.in or in Administration Office of the Indira Gandhi Institute of Development Research, Goregaon, Mumbai-400 065 on any Institute`s working day by prior appointment.
- 20. Pre-bid meeting: A pre-bid meeting will be scheduled on 11th February 2025 at 11:30 AM.**

I/We hereby declare that I/we have read and understood the above instructions, and the same will remain binding upon me/us.

Place:

Signature of the Bidder with company seal

Date:

SECTION-C

GENERAL TERMS AND CONDITIONS

1. Bidders **must** visit the campus and work sites before submission of bid. A visit certificate to that effect will be issued to the bidders after the site visit, which shall be attached to the PQ bid. In case the visit certificate is not attached, the same will affect the technical score of the bidder.
2. Bidders should attend the Pre-Bid meeting to understand the institute's requirements and clarifications regarding the work expected.
3. **Period of contract:** The contract will be assigned initially for a period of 1 (one) year from the date of awarding, with a provision for normal extension for 2 (two) more years' subject to satisfactory performance and approval of the competent authority of the Institute.
4. **Performance Security Deposit (PSD):**
 - a. The successful bidder shall be required to submit PSD through NEFT/DD/FDR or Bank Guarantee through a public-sector bank or a private-sector bank authorized to conduct government business for a sum of **Rs. 5,00,000.00 (Rupees Five Lakh only)** on account of Performance Security deposit within 15 days of receipt of formal order. The Performance security deposit will be valid up to 60 days beyond the date of completion of the contract.
 - b. After submission of the security deposit, the EMD shall be returned to the successful bidder.
 - c. The Performance security deposit will be encashed to the extent of any financial liabilities that the Service Provider owes to IGIDR, Mumbai, for violation of any terms and conditions of the contract. If the financial liabilities are more than the Performance security deposit, the Service Provider will be legally bound to pay the balance liability within 15 days, with 10% interest from the date of issuance of notice of demand by the Institute.
 - d. Failure to adhere to the period of commencement of services shall lead to the forfeiture of the Performance security deposit.
5. **Termination of Contract:** The contract can be terminated by the Service provider or by the institute by giving two months' notice. However, the institute may terminate the contract without any notice if it appears to the authority at any point in time that the services, quality of food, and maintenance of hygiene have deteriorated to such an extent that it is detrimental to the interests of the users and their health.
6. **Agreement:** IF REQUIRED BY IGIDR, Mumbai (hereinafter to be referred to as IGIDR, MUMBAI), the successful Bidder has to execute a contract Agreement with IGIDR, MUMBAI on the non-judicial stamp paper of **Rs. 500/- (Rupees Five hundred only)**. The cost of stamp paper shall be borne by the successful Bidder. IGIDR, MUMBAI reserves the right to amend the terms & conditions of the contract after Mutual discussions and shall only be in writing.
7. **Legal dispute:** Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the civil courts at Mumbai (Maharashtra) only.

8. Payment terms:

Payment shall be made to the contractor after successful completion of the month within 15 days of submission of the certified invoice along with supporting documents.

9. Inspection: Authorized representatives of the Institute, including Student representatives, will carry-out periodic inspections and surprise checks to ensure the quality of food, services, hygiene, and cleanliness. In addition to this, the institute will carry out surprise quality checks and sampling through FSSAI or other equivalent third parties.

10. Indemnity: The Service provider shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The Service provider shall abide by and observe all statutory laws and regulations in matters of Labour Laws and shall keep the Institute indemnified against all penalties and liabilities of every kind for breach of any such statute ordinance or law/regulations or Bylaws. The Service provider shall not employ child labour.

11. The service provider should submit the PF, ESIC challans, ECR statements, Payment receipts, PT challans, PT returns, MLWF challan, GST challan, Screenshot of GSTR-1, Bonus Register, ESIC Accident Register, Wage Register (Form-II), Bank statement of salary transfer to the staff, etc. of the previous month along with the current month bill.

12. Compliance with institute's rules and regulations: The Service provider shall comply with all norms stipulated by the institute, such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and Around the work site, Safety Precautions, and Safety Regulations.

13. Statutory Compliance:

- i. The Bidder must have the necessary licenses to carry out the Catering services business.
- ii. The Service provider must conduct a Health check-up of all the manpower deployed at least once in six months and submit it report to the Administration.
- iii. The service provider will submit the police verification of all the manpower deployed at the institute.

14. Authorization and Manpower deployment: The Service provider shall inform the institute in writing of the names of the persons authorized to sign vouchers, raise bills, and collect payments. The Service provider shall also submit the names of the persons deployed at the institute premises and provide them with ID cards. Any addition or change in the deployed manpower will have to be informed to the authorities in advance.

15. Assignment and sub-contracting: The Service provider shall not assign, sub-contract, or sublet the whole or any part of the contract in any manner. In case of unavoidable circumstances, the contractor will be able to do it with the approval of the institute.

16. Canvassing: Any attempt to canvass for the candidature of any bidder directly or indirectly will lead to the disqualification of such bidder/firm from the whole process.

17. Rejection clause: The firm who does not fulfil any of the PQ conditions or submit incomplete documents in any respect is liable to be rejected summarily.

- 18. Modifications:** IGIDR, MUMBAI reserves the right to modify/add any clause to the agreement during the period of the contract after a mutual agreement with the vendor for any essential item, services, etc.
- 19. Interpretation:** The Special Conditions of the Contract shall be read in conjunction with all other documents forming this contract. Notwithstanding the sub-divisions of the documents into these separate sections, every part of each shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.
- 20. Electricity supply: FREE**
- 21. Water supply: FREE**
- 22. Subsidy from the Institute:** The Institute will pay an amount of **Rs. 2, 25,000.00 per month** to support the service provider towards the Canteen subsidy and manpower salary subsidy.
- 23. The Institute will bear 50% (This amount may vary, i.e. increase or decrease in the future) of the amount for Tea/Coffee/Snacks/breakfast provided to its contract workers as per actual consumption; however, limited to single plate/cup per worker in the morning and in the evening. For any extra items they have to pay the full charges as per the menu rate by themselves.**
- 24. Taxes, Labour laws, and Other regulations:** The Contractor will be exclusively responsible for meeting and complying with all legal requirements related to the work.
- 25. The service provider should mandatorily cover all the staff under the Workmen Compensation Policy. The amount will be reimbursed by the Institute at actual.**
- 26. Selection of Vendor:** Through Techno-Commercial evaluation as detailed in **SECTION-D**.

I/We hereby declare that I/we have read and understood the above instructions, and the same will remain binding upon me/us.

Place:

Signature of the Bidder with company seal

Date:

SECTION-D
PRE-QUALIFICATION AND TECHNICAL CRITERIA

To be eligible for bidding, the firm must fulfil the criteria mentioned below:

Sr. No.	Criteria	Supporting documents / Proof	Remarks by Bidder (Yes / No / Copies enclosed)
1	The Bidder must be in the business of Catering / Mess services for at least three years as of 31.12.2024	Attach a copy of Gumasta / Registration / Udyog Adhar Certificate/ MSME / NSIC	
2	The Bidder must have a Valid Food and Service License	Attach Copy	
3	Experience in providing similar services in at least Two residential educational institutes in the last three years (Completed/Ongoing) to be merged with 5	Attach a Copy of Work orders / Experience certificates during the period of FY 2021-22, 2022-23, 2023-24.	
4	Experience in providing similar services in at least Two corporate organizations in the last three years (Completed/Ongoing)	Attach Copies of Work orders / Experience certificates during the period of FY 2021-22, 2022-23, 2023-24.	
6	PAN	Attach self-attested copy	
7	GST	Attach self-attested copy	
8	EMD	DD/BG/Attach Bid Security declaration as per Annexure III	
9	The bidder must have an average Annual Turnover of at least 1 Crore for three Financial Years out of the last five Financial Years up to 31.03.2024	Attach certificate from CA firm	

In addition to the above mandatory criteria, it is desired that the bidder must be an established service provider in the Canteen/Mess Service and allied business, and testimonials/certificates of a company profile to that effect may be submitted with the Technical Bid for consideration.

During the selection of criteria, emphasis will be paid to the ability and competency of the bidder to provide high-quality services as required by the institute.

Notwithstanding anything stated in the tender document, IGIDR, MUMBAI reserves the right to assess the bidder's capability and capacity to perform the contract, should the circumstances warrant such an assessment in the overall interest of IGIDR, MUMBAI and the decision of IGIDR, MUMBAI in this regard shall be final and binding. Technical evaluation will be as mentioned in **SECTION-F** (Bid Evaluation System).

The bidder shall submit with the Technical Bid a **Proposed Operational Plan** for the institute indicating the following:

- i. No. of days required for initiation of mess service operations at the locations.
- ii. No. of manpower (with role wise classification) planned to be deployed for efficient service.
- iii. List of Equipment the vendor proposes to deploy apart from equipment provided by the institute.
- iv. Proposed complaint management system.
- v. Systems and processes followed for recruiting and training the employees.
- vi. Relevant quality additive enhancements (like Menu variations and other activities and events) in Mess services that are proposed over and above the scope of work given in the tender document.
- vii. Qualifications and specializations of cooks and other managerial staff.

Presentations:

Only the Pre-Qualified Bidders will be invited for Presentation & Interaction with the evaluation committee.

I/We hereby declare that I/we have read and understood the above instructions, and the same will remain binding upon me/us.

Place:

Signature of the Bidder with company seal

SECTION-E

DETAILED SCOPE OF WORK

INTRODUCTION:

Indira Gandhi Institute of Development Research (IGIDR) is an advanced research institute established and fully funded by the Reserve Bank of India for carrying out research on development issues from a multi-disciplinary point of view. IGIDR was registered as an autonomous society on November 14, 1986, and as a public trust in January 1987. On December 28, 1987, the campus was inaugurated by Late. Shri Rajiv Gandhi, the then Prime Minister of India. At present, the Institute has about 200 approx. employees and students.

The Post Graduate Programme at IGIDR, MUMBAI, is a two-year and Ph.D. is 5 years full-time residential program that requires all the students to reside on campus throughout the duration of the program. The institute has state-of-the-art hostel/guesthouse facilities, which include adequately furnished rooms with access to the recreation room, fitness centre/gym, games and sports, etc. The canteen provides quality food four times a day, where the menu is decided by the Canteen/Mess committee in collaboration with the mess staff.

The current total student strength on campus availing the mess is approximately 140

The staff and faculty who will avail of the mess facility will be approximately 60.

(The above numbers are only for information there is no guarantee for the number of packs of users that will be using the canteen services)

The agency is expected to provide the following services in the Cafeteria and Dining Hall of IGIDR, MUMBAI Campus as desired by IGIDR, MUMBAI Administration, for Students, Faculty, Staff, Guests and visitors of IGIDR, MUMBAI:

1. Catering:

The canteen services are to be provided at the Dining Hall and Cafeteria with an attached Kitchen. **AND catering for employees, support staff, students, and institute guests.**

The agency will provide freshly cooked meals for IGIDR, MUMBAI students and staff as per the details below:

Sl. No.	Grouping of Diners	Strength	Meal Pattern	Menu Plan	On-Demand / Subscription
1	Students	Approximately 140 per day (Actual Qty may differ)	Daily Meals – i. Breakfast ii. Lunch iii. Evening Snacks iv. Dinner	Standard Plan as per 1.1 in the indicative menu	Monthly Subscriptions / on-demand
2	Employees and Contract staff, visitors	Approximately 125 per day (Actual Qty may differ)	Meals-Breakfast and Lunch and evening Snacks and around 10 for dinner	Standard Plan as per 1.1 in the indicative menu	On-Demand
3	For Students	Optional if required may be implemented.	Night Canteen (only after 10 pm and up to 2 am	Tea/ Coffee/ Snacks as per pre-agreed night canteen menu	On-Demand

1.1 Menu:

Kindly note that operational services shall not include menu planning and any policy matters related to running the canteen. All such decisions will be the direct responsibility of the IGIDR, MUMBAI Administration/Committee.

Note: The Mess Committee will coordinate with the Service Provider for Menu Planning for festivals and special occasions.

1.2 Indicative Service Timings:

Daily Breakfast	8:30 am to 11.30 am
Daily Lunch	Monday to Sunday: 12.30 pm to 02.00 pm
Tea for Office Circulation	10:00 am to 11:30 am and 3:00 pm to 4:00 pm
Evening Tea with Snacks	4.00 pm to 6.00 pm
Dinner	08:30 pm to 9:30 pm

Note: The timings stated above are subject to change by the order of IGIDR, MUMBAI Administration / Mess Committee. The same will be informed to the Service Provider.

2. Catering for staff & institute events:

Sl. No.	Type of service	Strength	Meal Pattern	Menu Plan	On-Demand / Subscription
1	Events catering for Employees and Guests	Approximate 10 events in a year for persons ranging from 15 to 150	High-Tea / Snacks / Full Course Meals	As per the requirement of the institute.	On-Demand.

The catering for workshops/events will be coordinated by the IGIDR. The Event Menu will be mutually decided and payments will be by invoice for the particular event. On special official functions to be conducted within Office Premises, the Service Provider should undertake such functions and hire necessary requisite support staff to avoid disruption to the existing service.

3. General Conditions and Information for Service Provider:

3.1 Quality of ingredients and other items:

The ingredients used must be of reputed brands from the list given below. In case of non-availability of the reputed brand, any other brand needs to be approved by the Administration, IGIDR, MUMBAI/Committee before use.

ITEM	BRAND
Salt	Tata, Annapurna
Besan/Suji/Poha/	Tata/Madam/Satyam
Spices	MTR, Tata Sampan, Suhana
Ketchup	Maggi, Kissan, Heinz
Sunflower Oil	Sundrop, Saffola, Dhara, Forune

Ghee	Govardhan, Amul, Mother Dairy
Pickle	Mothers Recipe
M.P. Sharbati Atta	Aashirvad, Annapurna, Fortune
Butter	Amul, Britannia, Chitale
Bread	Britannia, Modern
Jam	Kissan, Maggie
Milk/Curd	Mother Dairy, Amul, Chitale
Paneer	Amul, Mother Dairy, Chitale
Tea	Brook bond, Lipton, Tata gold Tea, Tetley, Society
Mayonnaise	Dr. Oatker, Viba
Peanut Butter	Kissan, Sundrop
Coffee	Nescafe
Cornflakes	Kellogs/Mohans
Oats	Kellogs/ /Saffola
Biscuits	Britannia, Parle, Sunfeast
Rice	Premium quality (Basmati (India Gate/Fortune) /Kolam (surati or vada kolam, etc.)
Cheese	Amul, Britannia, Govardhan
Chocolate, Strawberry syrup	Hershy's
Sugar	Madhur/Dhampure/Fortune
Ice cream	Amul/Mother dairy/Kwality/Havmor
Pulses	TATA Sampan, Satyam
Papad	Haldiram, Lijjat
Vegetables/Fruits	Fresh first quality vegetables/ fruits only

3.2 Hygiene / Turn Out:

The service provider shall ensure the best hygiene/turnout of his/her employees; failure to do so shall attract a penalty per violation.

Approved/prescribed neat and clean, properly ironed uniform, including apron, gloves, and head cover, will be worn by all staff at the time they enter the mess.

Separate shoes for use in the kitchen/dining area.

- No masala or tobacco is allowed once the staff enters the mess premises
- No mess worker will work under the influence of alcohol
- Half-yearly medical check-up of chefs/ cooks/dishwashers
- Hygienic standards (processes and cleaning materials) to be maintained in washing crockery/ cutlery/ utensils
- Cleanliness in Kitchen, service areas, stores, washing areas, bas bank area, and kitchen drains to be maintained at all times.
- Fortnightly pest control and rodent preventive measures to be carried out.

3.3 Minimum Manpower deployment (Shift-wise) to be provided in the Operational plan:

- a) Canteen Manager/Supervisor: One (1) No. (FoSTaC Certified)
- b) Cashier: One (1) No.

- c) Chef: One (1) No.
- d) Assistant cooks: Two (2) Nos.
- e) Service Boy: Minimum Four (4) Nos.
- f) Cleaning/Washing: Three (3) Nos.
- g) Kitchen Helper: Three (3) Nos.

Work in the mess should take place in a minimum of two shifts as per statutory requirements/laws. At no stage will working norms of 08 hours per day/48 hours per week be violated for all employees. Proper rest and holiday to be given to the staff.

A minimum of one chef is to be available at all times; s/he should be certified, qualified and trained with sufficient experience at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing food (Indian, Chinese, and Continental).

All the personnel deployed by the agency should have relevant professional qualifications and adequate experience in the related field as per the industry standard.

The above deployment of manpower is minimal, and the service provider can deploy additional manpower as required). This may be altered as per the needs and requirements with prior permission of IGIDR, MUMBAI Administration.

3.4 Typical Mess Menu (for understanding purposes- Please refer to the attached Annexure).

Special events

3.5 Expected Service Quality and Facilities

- The food has to be prepared by the agency on the premises of IGIDR, MUMBAI campus.
- The agency has to maintain the kitchen area hygienic and safe.
- Infrastructure provided by IGIDR, MUMBAI:
 - Kitchen equipment and cutlery
 - Dining Hall Furniture
 - Water purifier with Watercooler
 - Kitchen area with water supply
 - Electric supply
 - Gas bank set up (excluding LPG cylinders)
- The service provider should submit the list of equipment he/she plans to install in the operational plan (in its scope).
- **Serving:** The service will be Buffet and self-service for student's mess. For institute events and guest houses, serving at the Tables will be required as decided by the institute.
- **Crockery and Cutlery for events:** The service provider will have to provide sufficient serving utensils (food and beverages), serving plates, tea spoons, table spoons, serving spoons, forks, knives, stainless steel/glass tumblers, bowls, any other crockery which may be required for serving of food for events/conferences. All this will have to be brought by the agency at their own cost after the approval of the sample by IGIDR, MUMBAI Administration. In addition to this, the service provider will also stock Bone China and good quality crockery and cutlery to be utilized for special events of the institute.
- The mess contractor will arrange the housekeeping – cleaning, and disinfecting - of the kitchen, dish wash area, and dining tables after each meal, etc., at the appropriate frequency to be proposed in the operational plan and as approved by the institute. The Housekeeping of the cafeteria seating area and washrooms will be done by the agency appointed by the institute. All grease traps will be cleaned on a daily basis and kept in serviceable conditions. Violation of this clause will invoke a financial penalty.
- After every meal (breakfast, lunch, evening tea, and dinner), all the plates, cups, bowls, water glasses, spoons, forks, knives, etc., are to be cleaned in soap solution and dried and kept ready for the next meal. All the vessels used for cooking should also be washed in soap solution and should be available for use for cooking the next meal.

- Efficiency, promptness, quality of food, quality service, good behavior, and politeness of the agency and staff are the essence of the contract. The agency is required to ensure that this essence of the contract is maintained at all times. Quality of services, hygiene, and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the IGIDR, MUMBAI Administration.
- The agency will ensure that at all times, one Supervisor/manager will always be present during breakfast, lunch, evening tea, and dinner. **It is desirable that the supervisor continue at least for one year. In case of any change, the IGIDR, MUMBAI Administration should be informed well in advance.**
- A Quality supervisor well versed with the terms of the contract will be deployed by the vendor to ensure quality standards are maintained and will be present for all meetings with the Mess committee with reports of Quality issues for the duration.
- The agency needs to provide breakfast, lunch, evening tea with snacks, and dinner to IGIDR, MUMBAI guests, and employees on-demand subscriptions for which the employee will settle the bills directly.
- For extra/special items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the IGIDR, MUMBAI Administration/Mess Committee.
- On special occasions, the menu will be identified by the mess committee and prepared by the agency.
- The quality of food will be inspected item-wise by IGIDR, MUMBAI Administration/Mess Committee frequently, and the mess vendor shall not deny access for such inspections. The IGIDR, MUMBAI Administration/Mess Committee has the right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institutions. Further, the store and kitchen of the agency can also be inspected by the IGIDR, MUMBAI Admin/Mess Committee so as to ensure that only the brands allowed for various articles are being used. In case a violation is found, the IGIDR, MUMBAI reserves the right to impose a financial penalty/cancellation of the contract on the repeated violation.
- The vendor will ensure that No instance of fire takes place and No injury takes place to any of his employees or the IGIDR, MUMBAI employees. In case any of this happens, then the vendor will be responsible for fulfilling the loss that occurred.
- The IGIDR, MUMBAI shall neither be liable for any damages nor be under any obligation to inform the applicants of the grounds for the same. Damage here means to property or individuals.
- The agency must provide the service throughout the year without closing the mess on any day unless ordered by the Administration of IGIDR, MUMBAI/Mess Committee. Some students may not use the mess for a vacation period of 2 months.
- The agency will be responsible for repairing & maintaining all the property of IGIDR, MUMBAI, given to the agency for use which is damaged by the agency. The agency shall replace inventory items, equipment, and fixtures provided by IGIDR, MUMBAI in case of loss, theft, or damage to the satisfaction of the IGIDR, MUMBAI Administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by IGIDR, MUMBAI, in good working condition back to IGIDR, MUMBAI. In case of any damage beyond normal wear and tear then IGIDR, MUMBAI can recover the cost from the bank guarantee/current bill payment of the agency.
- The agency will liaise with the IGIDR and MUMBAI Administration/Mess Committee and report on a regular basis (at a frequency mutually decided) about all the activities of the mess service. The agency shall extend full co-operation for ironing out any issues.
- The agency will ensure that its employees are free from any communicable disease. The Police verification record of all the workers will have to be maintained by the agency.
- The agency will not be permitted to provide catering services to any other party from IGIDR, MUMBAI kitchen.
- IGIDR, MUMBAI is not bound to provide any mode of transport in respect of men or material required by the agency.
- Use of plastic teacups and plastic carry bags is discouraged, and the vendor shall use environment-friendly material only for serving coffee and tea and for packing & carrying of food items.
- Any change like timings of operation, etc. will require the permission of the mess committee/IGIDR, MUMBAI Administration.
- The agency shall ensure proper disposal of the collected solid/liquid waste on a daily basis under their own arrangements. The necessary support for a tie-up with the garbage disposal agency will be given by IGIDR, MUMBAI. Accumulation of garbage/waste on-premises will not be acceptable. The agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently & regularly at his own cost. IGIDR, MUMBAI will not pay any extra amount for the same. For any lapse on this front, a financial penalty will be levied.

- Food should also be served at the designated place on the campus as and when required by the Programme Office/Mess Committee.
- The food shall be cooked, stored, and served under hygienic conditions. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from the mess premises as soon as possible. In case of any food-related disease to any member of IGIDR, MUMBAI community, the agency will be responsible for reimbursement of complete medical expenses.
- The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IGIDR, MUMBAI community.
- The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- The mess vendor shall ensure that only hot food is served to the students/employees.
- For Lunch and Dinner, variety and freshness must be ensured.
- The agency has to ensure that drinking water is served at dining tables regularly.
- The detailed daily meal-wise menu specifying the dals and vegetables to be served will be identified at the beginning of each week/fortnight/month by the Mess Committee/IGIDR, MUMBAI Administration. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same Mess Committee/IGIDR, the MUMBAI Administration must be informed well in advance.
- The agency will be required to provide khichadi or any other suitable food for sick residents in lieu of regular meals on demand.
- The agency will not serve any item that has not been approved by the IGIDR, MUMBAI Administration/Mess Committee beforehand.
- Under no circumstances will any expired item be used in cooking.
- Use of colours/banned items as per industrial practices is prohibited.
- The menu will be checked by the nutritionist arranged by the agency whenever required, and the record will be kept for the same by the agency at his own cost.
- All rights are reserved with IGIDR and MUMBAI Authorities, and they have a right to reject or discontinue the contract at any point in time if the service provided is not as per the expected levels and in case of repeated and non-redressal.
- The mess service provider shall ensure that all safety precautions are properly taken during the process of cooking by his employees. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instruments, fire-fighting equipment, etc., placed at the disposal of the hostel mess.

PENALTY CLAUSE:

- a) In case of any discrepancy (in terms of quality of food or hygiene) or any case of negligence, appropriate punitive action in terms of financial penalty shall be levied.
- b) Financial penalty will be imposed by the IGIDR, MUMBAI, after giving one warning, verbal or otherwise, to the agency for the following:
 - Violation of quality parameters of food
 - Failure to provide sufficient quantity
 - Poor hygiene
 - Failure to keep time schedule
 - Violation of non-brands for articles is being used
 - Non-availability of complaint register
 - Non-availability of Supervisor at Mess Timing
 - Any complaints of insects and/or foreign objects (hair, thread, cloth, plastic, etc.) cooked along with food found in any food item
 - Any complaint of stones/pebbles
 - Hard and/or sharp objects like glass pieces, nails, hard plastic, Etc.
 - Food poisoning
 - Three or more complaints of unclean utensils in a day
 - Meal not cooked properly
 - Changes in the menu of any meal

- Inappropriate personal hygiene of workers
 - Failure to maintain a proper health check-up of the workers
 - Absence of proprietor or his manager empowered to take decisions from mess committee meetings on due invitation
 - In case garbage items are found in wastewater discharge, and they further hamper the functioning of the drainage system/sewage treatment plant.
 - Turnout/uniform of employees
 - Services non-adherence
- c) Consecutive complaints regarding any of the above points will attract a financial penalty depending on the gravity of the issue, and in case of similar repetition, IGIDR, MUMBAI Administration can cancel the contract unilaterally without notice, and Security Deposit will be forfeited.
- d) If the quality sampling by a third party fails, then the charges of sampling and testing will be recovered from the service provider.

Penalties for Violation of Rules, Terms, and Conditions:

The caterer will be fined in case of violation of the following rules.

1. Insects cooked along with food would invite a fine of at least Rs. 10,000/-.
2. Any complaint of soft objects like hair, rope, plastic, cloth, etc., in food will attract a fine of Rs. 2,500/- per complaint.
3. Any complaint of stones/pebbles of diameter more than 2mm will attract a penalty on the caterer which can range between Rs.1000/- to Rs. 3000/- depending on the size of the stone/pebble.
4. Hard and/or sharp objects like glass pieces, nails, hard plastic, etc., will attract a penalty of at least Rs. 5000/- per incident.
5. Three or more complaints of unclean utensils in a day would lead to a fine of Rs.3000/- on the caterer.
6. If the hostel council agrees that a certain item of a meal was not cooked properly/overcooked/ extra spicy/extra oily, then a fine of Rs. 3000/- would be imposed on the caterer.
7. Food poisoning shall invoke a hefty fine beyond the limit of any fine mentioned above, along with the cancellation of the contract and possible blacklisting of the caterer.
8. If the quality of milk is not found to be appropriate, or it is diluted, a fine of 8,000/- would be imposed. Milk should be full cream. It should have 3.5% fat content or as recommended by the council.
9. Inappropriate personal hygiene of workers, including their dress and/or misbehavior by workers, etc., will lead to a fine of Rs. 3,500/- on a caterer for every instance.
10. Failure to maintain a proper health check-up of the workers will attract a fine of Rs.4000 /-per instance.
11. For any rules stated in the agreement, the first violation of the rule implies a fine as per the rule. Second and subsequent violations of the same rule on a different day within 30 days of the previous fine will attract triple the initial amount of fine on the caterer.
12. As and when hostel council proposes a fine it will inform the representative of the caterer or mess manager, and a fine will be imposed with the consent of the wardens.
13. Using brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the IGIDR Administration.
14. The severity of hygiene failure shall be assessed and decided by the mess committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.
15. The Canteen contract will be reviewed within 6 months of start duration, and further decisions will be taken on the performance of the caterer.

I/We hereby declare that I/we have read and understood the above instructions, and the same will remain binding upon me/us.

Place:

Signature of the Bidder with company seal

Date:

SECTION-F

BID SUBMISSION AND BID EVALUATION CRITERIA

- **Bid Submission:**

Part I: PQ-cum-Technical Bid

The following documents (scanned copy) duly signed and stamped by the bidder are to be furnished along with the **PQ-cum-Technical Bid**:

Mandatory Bid Documents are to be submitted online with Email-1.

- Particulars of bidders (**Annexure I**)
- Copy of PAN
- Copy of GSTIN registration
- Bid Security Declaration (**Annexure III**)
- Undertaking for willingness to provide services as per the terms and conditions of the Bid document (**Annexure-II**)
- Supporting documents for eligibility PQ criteria as detailed in **SECTION-D**.
- Information about the firm with details about culinary capabilities, base kitchen, experience of similar services, list of organizations with work orders or experience certificates, testimonials, and any other documents that will consolidate the position of the bidder in the Technical Evaluation
- Operational Plan – (to be submitted with the technical bid)
- All documents as per checklist

Part II – Price Bid

The Price Bid is to be mandatorily submitted **online through email-2** only with a password-protected file.

- **Bid Evaluation Scheme:**

- 4.1 Only those bids who qualify in the PQ criteria will be invited for presentations.
- 4.2 The bids will be evaluated on a Techno-Commercial basis.
- 4.3 The price bids of only those bidders shall be considered for opening and evaluation whose bid is determined to be technically acceptable to IGIDR, MUMBAI
- 4.4 Evaluation of price bid shall be taken up to determine the competitive prices of the techno-commercially acceptable bids and include the following:
 - 4.4.1 During Price bid opening, only the average technical score of the agency will be read out by the institute authorities before the opening of Price Bids
 - 4.4.2 Bidders getting less than 60% marks in the technical bid will not be considered for opening the price bid
 - 4.4.3 The Mess Rates as per the Price Bid will be calculated and will be considered for comparison
 - 4.4.4 IGIDR, MUMBAI reserves its right to negotiate the quoted price
- 4.5 The Technical Bid – PQ-Technical Bid and Presentation will be assessed for 70 marks
- 4.6 The Price Bid will be assessed for 30 marks
- 4.7 The bidder getting the Highest Composite Techno-Commercial score will be considered for the award of the contract.

The **Technical Score** will be arrived at based on the following parameters

Sr.	Description	Maximum Marks
1	Extent and Quality of Experience in providing/managing similar Services 2 academic and 2 non-academic (Feedback from the current and past clients may be taken into account)	20
2	Size of current business (Annual turnover)	10
3	Expertise of the bidder to provide efficient services at IGIDR, MUMBAI as per the Presentation to the institute authorities and Proposed Operational Plan for the services at IGIDR, MUMBAI as distributed in 3.1 to 3.6 (operational plan)	40
3.1	Hygiene and monitoring of quality of services	5
	Procurement of ingredients	
3.2	No. of manpower (with role wise classification) planned to be deployed for efficient service.	5

3.3	Proposed complaint management system	5
3.4	Systems and processes followed for recruiting and training the employees	5
3.5	Relevant quality additive enhancements (like Menu variations and other activities and events) in Mess services that are proposed over and above the scope of work given in the tender document	10
3.6	Qualifications and specializations of cooks and other managerial staff would be deployed at IGIDR	10
4	Site visit	20
5	ISO Certification	10

Note:

1. Bidders getting less than **60%** in the technical score will not be considered for opening the price bid.
2. Bidders getting the highest technical score will be considered as **70**, and the scores of others will be adjusted on a pro-rata basis. This will become technical score = X

e.g. $X = \text{Technical Score of a bidder} = (\text{Marks obtained by the bidder} \times 70) / \text{Marks obtained by highest scorer}$

Price Bid Score

The Lowest Mess Rates quoted by a Bidder will be given a score of **30 (LMR)**

For calculating the score of other bidders following formula will be used

$$Y = \text{Price bid Score of a bidder} = 30 \times (\text{Lowest Rates quoted LMR}) / \text{Price quoted by the bidder}$$

$$\text{Total Score of a bidder out of 100} = X + Y$$

The bidder getting the highest composite techno-commercial score (X+Y) will be considered for the award of the contract.

Notes:

1. IGIDR, MUMBAI reserves the right NOT to award the work to the highest scorer.
2. IGIDR, MUMBAI reserves the right to reject any or all bids without assigning any reason.
3. IGIDR, MUMBAI reserves the right to increase or decrease the scope of work.
4. IGIDR, MUMBAI may ask the selected vendor to submit the Pricing plan of the rates quoted and take a decision on the feasibility of the price quoted.

ANNEXURE – I

PARTICULARS OF BIDDER

<u>SR.NO</u>	<u>DESCRIPTION</u>	
1	Name of the bidder	
A	Trade Name (in Block letters)	
B	Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co.) In Block letters)	
C	Name of Proprietor/Partners/CEO/Directors (In Block letters)	
2	Postal Address	
3	Telephone No.	
4	E-mail / Website address (if available)	
5	Online payment details and amount (if applicable)	
	a) Tender Processing Fees	
	b) EMD	
6	Name of the Banker, Branch Name & address (In Block letters) (For e-payment purposes)	
A	Account no	
B	IFSC code	
7	PAN (upload self-attested photocopy)	
8	GSTIN (GST Registration No.) (Upload self-attested photocopy)	

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender as stipulated in the tender notice No: IGIDR/Tender/2025/ED/03 **dated** 31.01.2025 Accordingly, I/ we accept the terms and conditions and hereby offer the rates for “as per Price Bid.”

Date:

Signature of the bidder with seal

CHECKLIST OF DOCUMENTS TO BE SUBMITTED

The bidder is required to furnish the bid as per the checklist below:

Sr.no	Item Description	Submitted/ Attached YES/NO	Remark
1	Particulars of bidders Annexure I		
2	Bid Security Declaration Annexure III		
3	PAN copy		
4	GST Registration copy		
5	Establishment/ registration certificates / Udyog Adhar for the Services of Catering / Hospitality business for the last three years.		
6	Experience certificates / Work orders (Completed and Ongoing)		
7	The annual turnover of the firm in any three of the last five Financial years shall be minimum Rs. One Crore.		
8	Annexure II Undertaking by the Bidder		
9	Price Bid		
10	Site Visit Certificate issued by the institute		
11	Undertaking – Not blacklisted from any government organization (As per Annexure-A*)		

ANNEXURE-II

Undertaking by the bidder

I / We _____ hereby confirm that we have understood the Scope of Work, there is no guarantee of the number of packs, and the Terms and conditions in the Tender Document No. issued by IGIDR, MUMBAI.

I / We have visited the sites at which the services are to be provided.

I/ We are ready to offer the required services as detailed in the scope of work at the rates mentioned in the Price Bid.

Name of the Signatory

Signature with Date

Name of the Company

Seal of the company

SECTION-G
FINANCIAL BID

NIT No: IGIDR/Tender/2025/ED/03

Date: 31.01.2025

Please sign on each page to indicate your understanding of the bid. Please quote rates in INR for each meal, inclusive of all taxes.

For mess/canteen service as per the detailed scope of work given in **Section-E**.

Meals:

A. (70% weightage)

Option 1: Limited (VEG)

S. No.	Items	Rate (Subsidized)	Rate (Commercial)
1.	BREAKFAST as per list		
2.	Evening SNACKS as per the list		
3.	LUNCH /Dinner as per list		
	Total Meals		

LIST OF ITEMS

1	BREAKFAST ITEMS	Size/Weight
	Idli, Medu Vada, Masala Vada with Coconut chutney and Sambhar	2 pieces (50 gm each)
	Rawa Idli with Coconut chutney and Sambhar	2 pieces (50 gm each)
	Masala Dosa Coconut chutney and Sambhar	Standard size + 50 gm stuffing
	Plain Dosa with Sambhar and chutney	standard size
	Butter Sada Dosa with Sambhar and chutney	standard size
	Butter Masala Dosa with Sambhar and chutney	standard size + 50 gm stuffing
	Rava Sada Dosa with Sambhar and chutney	standard size
	Rava Sada Butter Dosa with Sambhar and chutney	standard size
	Rava Masala Dosa with Sambhar and chutney	standard size + 50 gm stuffing
	Rava Masala Butter Dosa with Sambhar and chutney	standard size+ 50 gm stuffing
	Onion/Tomato Uttapam with Sambhar and chutney	standard size (Minimum 7")
	Semiya Upma with Coconut chutney	150 gms
	Puri Bhaji	Puri (4Nos) + Bhaji (100gms)
	Sabudana Kichidi with curd	150 gm

	Moong Chila/Besan Chila/Rawa Chilla with green Chutney	Std Size (mimumum 7")
	Poha with coconut chutney	150 gms
	Upma with coconut chutney	150 gms
	Misal Pav (with onions)	Bread/Pav (2Nos) + Bhaji (100gms)
	Vegetable Daliya	150 gms
	Stuffed Paratha (Aloo) with curd and pickle (2 No.)	7" with 50 Gms Stuffing
	Stuffed Paratha (Paneer) with curd and pickle (2 No.)	7" with 50 Gms Stuffing
	Stuffed Paratha (Methi) with curd and pickle (2 No.)	7" with 50 Gms Stuffing
	Stuffed Paratha (Gobhi) with curd and pickle (2 No.)	7" with 50 Gms Stuffing
2	Snacks Items	
	Dhokla with pudina and imli chutney	4 Pcs (100gm per plate)
	Veg Cutlet with chutney/sauce/ketchup –	2 Pcs
	Mix Bhajiya (aaloo, paalak, gobi, mirchi)/Kanda Bhajiya	150 gms
	Paneer pakoda	10 gms paneer pcs 5 units
	Chaat (any type like papadi, Dahi Sev puri, sprouted moong / chana,)	150 gms
	Aaloo tikki chaat	150 gms
	Veg Puff/Egg Puff	1 pc
	Vada Pav with chutney/sauce/ketchup	1 pc - 50 gm Vada + 1 Slice Bread/Pav
	Veg Roll/Paneer Roll/Onion Roll / Egg Roll /Mix Roll	50 gm + 50 gm Stuffing in case of paneer 25 gm
	Dahi Vada	2 pcs (50gms each)
	Pav Bhaji with chopped onion, lemon slice, butter	2pcs of slice/Pav + 150gm Bhaji
	Dahi Kachori	100 gm – 1 pc
	Pani Puri with aaloo/ ragda and imli and pudina paani	6 pcs
	Ragda Paticce	2 pc – 150 gms
	Dabeli Pav	1 pc Standard Size

	Idli fry	Pcs of 2 Full idli
	Veg Burger with onion, tomato, lettuce	1 pc – Stuffing 50 gms
	Sabudana Vada	2 pcs – 50 gms each
	Hara Bhara Kebab with chutney/sauce/ketchup	4 pcs – 25 gms each
	French fries	100 gms
	Bhel puri (with onion, chilis)	100gms
	Pasta	150 gms
	Bread Pakoda	120 gms

3	<p>Lunch /Dinner</p> <p>Rice(250gms); 4 Chapatti or 4 Puri or 2 Bhatara; Dal (2 full vati [5 size No.]), One Vegetable Dry (full Vati [5 size No] and One Gravy Vegetable (full vati [5 size no), Curd/Raita 100 gms, Salad (50 gms), Papad/Chips/Fryums, Pickles.</p> <p>For Every lunch, Salad will include cucumber, Tomato, Onions, Lemon and one Seasonal Vegetables (like carrot, cabbage, raddish/beetroot, etc.)</p> <p>Any additional item over and above thali will be extra</p> <p>* seasonal vegetables should be incorporated in daily meals.</p> <p>* Either Soup/Salad for dinner</p>
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Option 2: Student Buffet (VEG) Package

S. No.	Items	Rate (Subsidized)	Rate (Commercial)
1.	BREAKFAST as per list		
2.	LUNCH as per the list		
3.	Evening SNACKS as per the list		
4.	DINNER as per the list		
	Total Meals (buffet)		

1	Buffet Breakfast	Slices of toasted bread (two types) with butter and jam; sprouts / boiled pulses, Milk, cornflakes/Museli, boiled egg / Omelet, fresh cut fruits(3 types), Tea/Coffee, Two Indian Breakfast items
2	Buffet Lunch/Dinner	1 veg soup, Dal (any type), 1 vegetable dry, 1 vegetable Gravy, 1 rice item veg Pulao/Biriyani and Plain rice, 1 Desert item, 1 Salads, Assorted Rotis-chapati(Nan), Papad, Pickle, Curd/Raita Paneer will be twice in a week for Lunch and dinner.

3	Buffet Evening Snacks	Slices of toasted bread (two types) with butter and jam; sprouts / boiled pulses, Milk with cornflakes/Museli, boiled egg / Omelet, fresh cut fruits(3 types), Tea/Coffee and Two Indian snack items
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B. SPECIAL ITEMS FOR LUNCH/DINNER FOR MINIMUM ORDER of 10 (5% weightage)

S. No.	Items	Unit	Rate	
			(Subsidized)	(Commercial)
1.	Veg Biryani (basmati rice) with Raita	300 gms		
2.	Chicken Biryani (Basmati rice) with Raita	350 gms (min 150 gm chicken)		
3.	Veg/Mushroom/Paneer tawa Pulav (Basmati rice) with Raita	300 gms (min 50 gms veg/mushroom/paneer)		
4.	Lemon/Curd/Tamarind/tomato/Puliogare Rice/Bissi BelleBhat with Raita, Papad	300 gms		
5.	Chicken with gravy 2 Chapati/Rice	Chicken Pcs 150 gms without gravy		
6.	Mutton Masala with 2 Chapati/Rice	Mutton Pcs 100 gms each		
7.	Fish Masala (1 large Pcs) with 2 Chapati/Rice (Rohu/Catala Fish Seasonal & popular choice of standard size)	150 gms Fish		
8.	Egg Masala (2 Pcs) with 2 Chapati/ Rice	Egg 2 pc		
9.	Chicken Fried Rice	300 gms (60 gms chicken)		
10.	Egg Fried Rice	300 gms (2 eggs)		
11.	VegFried Rice	300 gms (100 gm vegetables)		
12.	Egg/Chicken Noodles	300 gms (60 gm chicken)		
13.	Veg Noodles	300 gms (100 gm vegetables)		
14.	Paneer Makhani	Paneer 50 gms		
15.	Gobhi/Veg Manchurian	100 gms standard		
16.	Chilly Paneer	50 gms paneer		
17.	Mushroom Matar	100 gms per standard		
18.	Paneer Butter Masala	Paneer 50 gms standard		
19.	Paneer Burji	Paneer 100 gms		
20.	Lachcha Paratha	2 Pc as per		

		standard		
21.	Chicken Manchurian	150 gms standard		
22.	Soya chaap	100 gm		
23.	Chilli Chicken	150 gms chicken		
24.	Chicken Kebab	150 gms chicken		
25.	Veg Soup (200 ml)	1 bowl		
26.	Non-Veg Soup (200ml)	1 Bowl		
27.	6 Pcs (Std size) Non-Veg Starter (Chicken)	1 plate (100 gms)		
28.	6 Pcs (Std size Veg Starter including Paneer)	1 plate (100 gms)		

C. Sweets Items: (5% weightage)

Sr.No.	Sweets	Unit	Rate (Rs.)	
			(Subsidized)	(Commercial)
1.	Sheera	100 gms		
2.	Pineapple sheera	100 gms		
3.	Semiya Kheer/Rice Kheer	100 gms		
4.	Shahi Tukda	50 gms		
5.	Gajar / Doodhi Halwa	100 gms		
6.	Malpua	50 gms		
7.	Angoori Jamun	50 gms		
8.	Mango Custard (seasonal)	100 gms		
9.	Fruit Jelly Custard	100 gms		
10.	Gulab Jamun	50 gm		
11.	Fruit Salad	100 gms		
12.	Fruit Custard	100 gms		
13.	Malai Sandwich	100 gms		
14.	Rassgula	50 gms		
15.	Ras Malai	100 gms		
16.	Jelabi	50 gms		
	Total of Sweets			

D: EVENTS/SPECIAL MENU (10% weightage)

S. No.	Items	Rate Per Person (Subsidized)
1.	Event Menu-1 as per the list (Gala)	
2.	Event Menu-2 as per the list (Mega)	
3.	Event Menu-3 as per the list (Mini)	
4.	Event Menu -4 as per the list (Continental)	
5.	High Tea	
6.	Special Breakfast	
7.	Tea and Biscuit/Cookies	
8.	Fruit Basket	
9.	Packaged Mineral Water (20 Ltrs. Bottle)	At actual rate
	Total	

S.N.	Particular	
1.	<p>Special Event-1 (Gala Buffet)</p> <p>Welcome drink</p> <p>Soup</p> <p>1 veg soup, 1 Non Veg Soup</p> <p>Starter</p> <p>1 veg starter, 1 Non-Veg starter</p> <p>1 live counter- Dosa/Panipuri/chat/Pasta</p> <p>Veg Main Course</p> <p>1 Paneer Dish, 1 vegetable dry/gravy, 1 rice item (veg), 1 Dal (any type), Steam Rice.</p> <p>Non-Veg Main Course</p> <p>2 Non Veg Gravy dish (Chicken/Mutton/Fish)</p> <p>1 rice item (Non-Veg)</p> <p>Desert</p> <p>Any type of 2 Desserts</p> <p>Salads</p> <p>3 types of Salads (including veg and non-veg)</p> <p>Rotis</p> <p>Assorted Rotis (Tandoori/chapati/Naan)</p> <p>Papad/fryums, Pickle, Curd/Raita</p>	
2.	<p>Special Event-2 (Mega Buffet)</p> <p>Welcome Drink</p>	

	<p>Live Dosa Counter</p> <p>Starter</p> <p>1 veg starter, 1 Non-Veg Starter</p> <p>Soup</p> <p>1 veg soup, 1 Non Veg Soup</p> <p>Veg Main Course</p> <p>1 Dal (any type), 1 Paneer Dish, 1 vegetable dry/Gravy, 1 rice items veg Pulao/Biriyani and Plain rice</p> <p>Non-Veg Main Course</p> <p>1 Non Veg Gravy dish (Chicken)</p> <p>Desert</p> <p>1 Desert item</p> <p>Salads</p> <p>Assorted Rotis (Tandoori/chapati/Nan)</p> <p>Papad/fryums, Pickle, Curd/Raita</p>	
3.	<p>Special Event-3(Mini Buffet)</p> <p>Soup</p> <p>1 veg soup</p> <p>Veg Main Course</p> <p>1 Dal (any type), 1 Paneer Dish, 1 vegetable dry/Gravy, 1 rice items veg Pulao/Biriyani and Plain rice</p> <p>Non-Veg Main Course</p> <p>1 Non Veg Gravy dish (Chicken)</p> <p>Desert</p> <p>1 Desert item</p> <p>Salads</p> <p>Assorted Rotis (Tandoori/chapati/Nan)</p> <p>Papad/fryums, Pickle, Curd/Raita</p>	<p>Minimum order quantity 5 Persons</p>
4.	<p>Special Event-4 (Continental Buffet)</p> <p>Welcome drink</p> <p>Soup</p>	

	<p>1 veg soup, 1 Non Veg Soup</p> <p>Starter</p> <p>1 veg starter, 1 Non Veg starter</p> <p>Pasta / Noodles</p> <p>Veg Main Course</p> <p>Any 2 Continental Dishes, Any type of Continental Rice, 1 Dal/Sause's (Any type), Plain Rice.</p> <p>Non-Veg Main Course</p> <p>Any 2 Continental Dishes (Chicken/Mutton/Fish/Prawns), Any type of Continental Rice</p> <p>Desert</p> <p>Any type of 2 Desserts</p> <p>Salads</p> <p>3 type of Salads (includes veg and non veg)</p> <p>Roti</p> <p>Assorted Rotis and Breads/croissants/toasts (Tandoori/chapati/Naan/Continental)</p> <p>Papad/fryums, Pickle, Curd/Raita/Yogurt, Butter, Jam</p>	
5.	<p>High Tea:</p> <p>Slices of Cakes / Muffins, 1 sweet dish, Tea and Coffee, Two Indian snack items.</p>	
6.	<p>Special Breakfast: Snacks 2 Indian Items, Cut Fruits, Fruit Juice, Bread Butter Jam, Omelet, Boiled Egg, Oats/Cornflakes with Milk, Tea/Coffee/Green Tea / Black Tea.</p>	
7.	<p>Tea/Coffee with Assorted Unlimited variety of Biscuits/Cookies (Minimum 5 in a plate)</p>	
8.	<p>Fruit Basket (At least 4 varieties of whole Seasonal Fruits) (Like Apple/Peru/Orange/Banana/Peer/Kiwi/ Mosambi, etc.)</p>	

Note: The catering for workshops/events will be coordinated by the IGIDR. The Event Menu will be mutually decided and payments will be by invoice for the particular event. On special official functions to be conducted within Office Premises, the Service Provider should undertake such functions and hire necessary requisite support staff to avoid disruption to the existing service.

E. Miscellaneous (10% weightage)

Sr. No.	Sweets	Unit	Rate (Rs.)	
			(Subsidized)	(Commercial)
1.	Bread Butter (white)	2 pc breads		
	Bread Butter (brown)	2 pc breads		
	Butter/ peanut butter/ jam/ cheese Toast	2 pc breads		
	Grilled Cheese Veg Sandwich (large Triangular Bread)	2 Pc breads with 25gm cheese		
	Veg. Sandwich	2 Pc breads		
	Cheese Sandwich	2 Pc breads with 25gm cheese		
	French Toast	2 Pc breads		
	Omelet Sandwich	2 bread, 1 egg		
	Omelet single	1 egg		
	Omelet double	2 eggs		
	Cheese Omelet single	1 with 25gm cheese		
	Cheese Omelet double	1 with 25gm cheese		
	Boiled Egg	1		
	Egg Bhurji	1 egg with onion & chilli		
	Tea	150 ml		
	Special Tea (by order)	150 ml		
	Green Tea with Lemon (Tea bag)	150 ml		
	Black Tea with lemon (Tea/Tea Bag)	150 ml		
	Tea through vending machine of agency (To be provided by vendor)	150 ml		
	NesCoffee (Hot/Cold)	150 ml		
	Coffee through the vending machine of the agency	150 ml		
Black coffee	150 ml			
Pure Milk	200 ml			
Bournvita/Boost/Horlicks Milk	150 ml			

Chaas/Buttermilk	200 ml		
Lassi	200 ml		
Nimbupani Sweet/Salty	200 ml		
Fruit Chaat (Minimum 3 fruits)	150 grams		
Banana Milk Shake	200 ml		
Strawberry Milk Shake	200 ml		
Rose Milk Shake	200 ml		
Mango Milk Shake (seasonal)	200 ml		
Chocolate Milk Shake	200 ml		
Oats with Milk	50 gms with 100 ml Milk		
Cornflakes/ chocos with Milk	50 gms with 100 ml Milk		
Sprouts/ soaked chana, moong	100 gm		
kesar badaam milk	200 ml		
mosambi/ orange juice	200 ml		
Plain Maggi (Soup/Fried)	1 packet Maggi(70 gms)		
Veg maggi (Soup/Fried)	1 packet Maggi(70 gms) + 30gms vegetables		
Egg 34aggie (Soup/Fried)	1 packet Maggi(70 gms) +1 Egg		
Toppings on breakfast/snack items, etc.			
Add on shredded cheese	25-30 gms		
Add on Schezwan topping	1 tablespoon		
Add on butter topping	1 table spoon		
Add on paneer	25-30 gms		
Total			

Items	Service Charges, if any
Readymade items brought from outside and asked to serve on the campus during events/conferences/workshops etc. service charges, <u>if any.</u>	8%

Part-II: Price Bid for Second Year Contract:

Increase in rates quoted in Part-I for First Year in Percentage: **5%.**

Part-III: Price Bid for Third Year Contract:

Increase in rates quoted in Part-II for Second Year in Percentage: 5%.

All other branded and packed items shall be sold at MRP.

Rates quoted by tenderers for all the items may be multiplied with the allotted weight. The Bidder whose cumulative total (T) is the lowest will be considered the lowest bidder (L1).

Notes:

- 1. The Institute will pay an amount of Rs. 2, 25,000.00 per month as a subsidy to the service provider. The bidder should bid their rates considering this subsidy amount.**
- 2. PLEASE NOTE THAT Subsidized RATES WILL BE APPLICABLE TO STAFF/ STUDENTS/GUESTS/OFFICIAL VISITORS/FAMILY MEMBERS/CONTRACT WORKERS, whereas commercial rates will be applicable to others.**
- 3. The Institute will bear 50% (This amount may vary, i.e. increase or decrease in the future) of the amount for Tea/Coffee/Snacks/breakfast provided to its contract workers as per actual consumption; however, limited to single plate/cup per worker in the morning and in the evening. For any extra items they have to pay the full charges as per the menu rate by themselves.**
- 4. The Institute shall not be obligated to place orders with the canteen vendors for events and reserves the right to procure food and snacks for such events from external sources, at its discretion.**

Financial Bid Score:

$$\text{Weightage} = (A*70\%) + (B*5\%) + (C*5\%) + (D*10\%) + (E*10\%)$$

$$30\% \text{ financial bid weightage} + 70\% \text{ of Technical bid weightage} = \text{Total Score}$$

Bidder with Highest Total Score= H1 (Successful bidder).

I/We _____ hereby confirm that I/We have understood the expected work as detailed in the tender document fully and have visited the sites mentioned therein. I/We agree to provide all the services mentioned in the tender document at the rates quoted in the Price Bid.

I agree to abide by the terms and conditions mentioned in the tender document.

Place:

Date:

Signature of the Bidder with seal

Annexure-III

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD

(On Bidder's Letterhead)*

I / We, the authorized signatory of M/s _____, participating in the tender No. ... dated ... for providing Mess and canteen Services for students/employees at IGIDR, MUMBAI, do hereby declare:

- (i) That I/we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD is being deposited for the said tender.
- (ii) That in the event we withdraw/modify our bid during the period of bid validity, Or I/we fail to execute a formal contract agreement within the given timeline, OR I/we fail to submit a Performance Security within the given timeline, Or I/we commit any breach of Tender Conditions / Contract, which attracts penal action of forfeiture of EMD Then I/we will be suspended from being eligible for bidding/award of all future contract(s) of IGIDR, Mumbai, for a period of one year from the date of committing such a breach.

Signature of Authorized Signatory of the bidder

Name of Authorized Signatory

Company Name

Annexure-IV

- **The minimum qualification, skill, and experience of the above staff will be as under:**

A. Supervisor cum Cashier:

Qualification: Minimum HSC Pass with fluency in spoken English, Marathi and Hindi

Job Description:

- a. Should have worked for at least Three years in reputed catering service/canteen.
- b. Should act as Supervisor of the kitchens.
- c. Should manage the cash counter, be efficient in computer handling (the cafeteria has both cash and cashless transaction e wallet, swipe machines, paytm)
- d. Generate the canteen reports.
- e. Maintaining cash and store ledger of the canteen.
- f. Preparation of monthly menu and Programme menus.
- g. Any other job assigned by Services Department.

B. Cook:

Qualification: Minimum SSC/Diploma in Cooking/Catering

Skills:

- a. Should have worked for at least 5 years in a reputed hotel or large catering establishment.
- b. One cook should be specialized in South Indian and one cook in North Indian dishes, both vegetarian and non-vegetarian.
- c. Should be experienced in preparing Chinese dishes and variety of Indian sweets
- d. Should have knowledge of operating various kitchen equipment and maintaining hygiene standards.
- e. Should be willing to work in shifts both straight and break shifts.
- f. Any other job assigned by the Canteen Supervisor.

Job Description:

- a. Should be able to take charge of the kitchen as a Head Cook and direct other Cooks in preparation of the menu desired.
- b. Should be able to maintain hygiene, cleanliness and safety requirements.
- c. Should be able to indent sufficient quantity of provision and other material for preparing the day's menu and collect it from the store keeper.

- d. Should be able to guide the assistant cook and other kitchen staff in using the various kitchen equipment, which are available in the kitchen.
- e. Should be responsible for the safe custody of raw items and prepared food items during his duty timings.
- f. Any other job assigned by the Canteen Supervisor.

C. Bearer/Server:

Qualification: Minimum 8th Passed

Skills:

- a. Should have worked for at least 3 years in large kitchens and catering establishments.
- b. Should be able to take full charge of Dining Hall activities.
- c. Any other job assigned by the Canteen Supervisor.

Job Description:

- a. Should fill the serving counter with freshly prepared food, from the kitchen.
- b. Should help in preparing fruit salads, fruit juice, buttermilk, and bread roast, as required.
- c. Should do any other duties assigned to them from time to time in the dining hall.
- d. Should carry out serving of food at Lunch meetings and High tea during programs and seminars.
- e. Any other job assigned by the Canteen Supervisor.

D. Cleaner

- a. Should clear the trolley for washing purposes and bring back the trolley after cleaning to the dining hall. Should wash all types of utensils. Should clean the kitchen after preparing the food, free from oil, soot etc., with water and soap solution.
- b. Should wash with soap solution, hot water, all Plates, Spoons, Water Glass etc., after every meal.
- c. Should clean the exhaust system filters, burner stoves, Dosa Tava, Atta kneader, wet grinder and other kitchen equipment after use.
- d. Should clean the Dining Hall, Kitchen and surrounding area.
- e. Should perform any other duties assigned to them from time to time.
- f. Should keep the dining hall very clean and tidy at all times.
- g. Should use perfume disinfectant while swabbing the dining hall after thorough washing.

h. Should do any other assigned duties from time to time.

The Service personnel being engaged by the Agency should be polite, smart and physically and mentally sound. All the personnel being engaged by the Agency should wear formal uniforms. They should be provided with hand gloves and head caps while serving the food.

Place:

Date:

Signature of the Bidder with seal

ANNEXURE – A*

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on company/firm letterhead with sign and stamp on it.*