

INDIAN INSTITUTE OF TECHNOLOGY, BOMBAY
ESTATE OFFICE
NOTICE INVITING TENDER

Tenders are invited in Two Bid system vide Technical Bid (Envelope – I) & Financial Bid (Envelope – II) for running Cafeteria services at 2nd Floor Gulmohar Building Cafeteria and Ground Floor Garden Cafeteria, IIT Bombay from the bidders having experience in providing Catering Services at cafeteria/ restaurant, banqueting, conferences etc. in educational institutes and should have presently owned & operational 4 star & above hotels with minimum 75 rooms along with banquets, conferences, cafeteria and fine dine facilities.

All tender documents, forms, etc. are available online on <https://www.iitb.ac.in/resources/vendors-tenders> and Central Public Procurement portal (CPPP) tender publishing portal of the Government of India. The date and time for distribution/download of tender for technical and financial bids are from 07/04/2025 to 22/04/2025 up to 06:00 pm. Last date of submission of Tender fees and download of documents is 22/04/2025. Closing date for tender will be 28/04/2025 till 03:00pm.

Intended bidders are requested to visit and inspect the location and area for the operation of the cafeteria at Gulmohar Building before submitting their bids. Interested parties can visit the site after the pre-bid meeting scheduled for April 17, 2025.


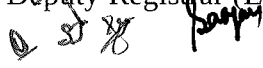
For site visits, please contact:

- Mr. Sanjay Bhingarde: Ph: 022 25767927
- Dr. Vijay Kowe: Ph: 022 2576 8947

IMPORTANT INFORMATION

Sr. No.	Particulars	Date
1.	Scope of the work	To provide Cafe Service at Gulmohar Cafeteria & Garden Cafe
2.	Tender Number	IITB/Gulmohar-Tender/04-2025
3.	Tender Type	Open Tender Two Bid System: The two-bid system will be followed for this tender. In this system, bidder must submit their offer in separate sealed envelopes as – Technical Bid and Commercial Bid . Both the technical bid and commercial bid envelopes should be clearly marked as “ Envelope No. 1 – Technical Bid ” and “ Envelope No. 2 – Commercial Bid ” and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed with the Tender No. & Due Date and to be submitted to the concern department/ section mentioned in tender document.

4.	Date of Publication	07/04/2025
5.	Pre-Bid Meeting (Prospective bidders are encouraged to attend the Pre-Bid meeting, but it is not mandatory)	17/04/2025 (11:00 hrs.) Estate Office, IIT Bombay, Mumbai - 400076
6.	Closing date & time	28/04/2025 (15:30 hrs.)
7.	Validity of bid	06 months from the date of opening
8.	Earnest Money Deposit	Rs. 5,00,000/- (Rupees Five Lakh Only) in form of Demand Draft in favor of "Registrar, IIT Bombay" must be submitted along with Technical Bid.
9	Security Deposit after award of contract	Rs. 50,00,000/- (Rupees Fifty Lakh Only)
10	Tender Fee (non-refundable)	Rs. 25,000/- (Rupees Twenty-Five Thousand Only)
11	Last date of Tender Fee and Registration to download the tender document	22/04/2025 (15:00 hrs)
12.	Place of submission of bids	Estate Office, IIT Bombay, from 11:00 to 15:30 hrs
13.	Opening date & time of Technical Bid (Part-I)	28/04/2025 (16:00 hrs.)
14.	Place of opening the bids	Estate Office, IIT Bombay, Mumbai – 400076
15.	Date & time for presentation of technically qualified bidders (Part-A)	To be announced
16.	Date & Time of site visit by Committee	To be announced
17.	Opening of Financial Bids	To be announced


 Deputy Registrar (Estate)


TECHNICAL CONDITIONS

The following vital technical conditions should be strictly complied with, failing which the bid will be rejected:

- 1.0** Bid should be Complete & Covering the entire scope of job / supply and should conform to the technical specifications indicated in the bid documents, duly supported with technical catalogues / literatures wherever required. Incomplete & non-conforming bids will be rejected outright.

2.0 Eligibility and Experience Criteria

Part – 1

- i. The bidder should have minimum 03 years of experience during last 05 years in providing similar* services.
- ii. Bidder should have executed at least 01 number of contracts of similar* nature for minimum duration of 03 Years in last 05 years, and the executed value of the said contract of 03 years should be more than Rs. 15 Crores (Rupees Fifteen Crore Only) and should have owned & operational 4 Star and above rated Hotel with minimum 75 rooms along with banquets, conferences, cafeteria and fine dine facilities, presently operational in India for last five years from the date of opening of techno-Commercial bid. Bidder should submit valid star certification from the designated authority.

***Similar services means providing Catering Services at cafeteria/ restaurant, banqueting, conferences etc. in educational institutes and should have a 4 star & above hotel presently owned & operational with minimum 75 rooms along with banquets, conferences, cafeteria and fine dine facilities.**

For meeting the requirement above at 2.0 (i) & (ii), the period reckoned shall be the period prior to the scheduled date of opening of the techno – commercial bid.

Note:

The bidder who qualifies in Technical Part 1 shall be eligible for evaluation in Technical Part 2

Part – 2

iii. The bidder must have an average annual turnover of at least Rs.125 Crores for the last five financial years as on 31.03.2024 (FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24).	Please attach Chartered Accountant's certificate and audited balance sheet for the FY 2019-20, 2020-21, 2021-22, 2022- 23 & 2023-24. Bidder should submit the Income Tax Return (ITR) for last 5 years. Annexure - VI
iv. The bidder must be a profit- making organization in <u>last five consecutive</u> financial years as on 31.03.2024 (FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24).	Please attach Chartered Accountant's certificate and audited balance sheet for profit after tax (PAT). Also, mention the details in the Format enclosed at Annexure - I and attach.

v. Bidder Should have a solvency of ₹ 25 Crore issued by a Nationalize/ Scheduled Bank.	The Solvency Certificate should not have been obtained earlier than 6 months from the date of opening of the techno-commercial bid.
vi. The bidder must have minimum employee strength of 1000 people (on pay roll) as on 31/03/2024, S/he must possess a labour license for minimum 200 nos. of workers under Contract Labour Regulation & Abolition Act 1970 Rule 1971 either from State or Central Govt.	Copy of valid ESI & PF registration to be attached along with pay role payment register. Bidder should submit the return & challan of ESI & PF of last 12 months. Copy of up to date remittances to ESI & PF authorities also to be attached. Annexure - V
vii. Bidder must have minimum average net worth Rs. 40 cr. in last 5 years	Please attach Chartered Accountant's certificate and audited balance sheet. Annexure - IV
ix. Other documents required to clear Pre-Qualification criteria: 1. Proprietorship proof, partnership deed, Company Incorporation Certificate Org. under Companies Act 1956 2. Shop and Establishment License issued by Municipal Corporation of last 5 years from the date of closing the bid. 3. PAN 4. GSTIN (Registration Form) 5. Valid FSSAI License 6. ISO 22000:2018 in Food Safety management 7. ISO 9001:2015 in Quality management 8. HACCP Certification 9. Active/operational current account in a scheduled commercial bank. This bank account should be RTGS/ NEFT enabled for receiving payment.	Please attach scanned copies and refer <u>Annexure - VII</u>
x. The bidder must not have been suspended/ delisted/ blacklisted /banned or any such process initiated against him/her in India by any organization including IITB.	A duly completed certificate to this effect is to be submitted as per <u>Annexure – XI</u> also submit and affidavit from the bidder whereas he has not been suspended/ delisted/ blacklisted /banned or any such process initiated against him/her in India by any organization including IITB.
xi. Submission of EMD	Rs. 5,00,000/- (Rupees Five Lakh Only) In form of Demand Draft in favor of "Registrar, IIT Bombay" must be submitted along with Technical Bid.
xii. The Tenderer should have an office in Mumbai in the last 05 years duly registered in suitable act.	

Note:

The bidder who qualifies in technical Part 1 & Technical Part 2 shall qualify for further evaluation of tender process.

The bidder who obtains less than 60 marks in technical bids shall not be qualified for opening of price bid.

General Conditions:

- The bidder should submit the list of clients served (current and previous). The bidder must also give references of organizations/ companies where their current responsibility includes catering and pantry services.
- Track record of a bidder should be clean without any involvement in illegal activities or financial frauds. There should not be any case with the Police/ Court/ Regulatory authorities against the bidder or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively relating to the above.
- The bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- The bidder should not have rescinded/ abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/ she had with his/ her clients and furnish the status thereof.
- The bidders shall submit documentary evidence or self-certified declaration in support of all the above eligibility criteria as also the other terms and conditions enumerated above, wherever applicable.
- **FSSAI certification is compulsory for a period of last 10 years.**
- Bidder should be single entity (Sole proprietor/ Partnership Firm/ Company Act 1956).
- Joint ventures /consortiums are not allowed.
- Should register bidder's name by paying tender fees (non-refundable) of INR 25,000/- after downloading /tender documents on or before 22/04/2025 till 03:00pm by making online payment as per details given below:

Bank Name: State Bank of India
Branch Name: IIT Powai Mumbai 400076
Account No.: 10725729128
Name as per Bank Passbook: IIT Main Account
IFSC Code: SBIN0001109

The bidder registered by paying the said tender fees of INR 25,000/- (non-refundable) within the said stipulated time are only eligible for bidding. Bidder should submit the tender fee receipt & also enclose/ attach with the Techno Bid (Envelope-I).

Note:

- Contract period is for 03 years, extendable upto 2 years
- **Estimated Electricity cost:** Approx. INR 3,00,000/- (*Electricity as per consumption*)
- **Estimated Water charges:** INR 2,880/- per month (*with an average increase of 20% after 3 years, if extended.*)
- License Fees:

2nd Floor:

1. Cafeteria: INR 5,79,500/- @ INR 95/- (Area – 6100 sq.ft.) (Applicable from July 2025 to June 2026, with an increase of INR 5 per sq.ft., after one year)

Ground Floor:

1. Covered counter area: INR 46,980/- @ INR 54 (Area - 870 sq.ft.) with an increase of INR 3/- per sq.ft., after every 12 months.
2. Seating area of Garden Restaurant: INR 30,625/- (fixed charges) (Area - 3920 sq.ft.), with 25% increase in every 3 years considering regular maintenance, upkeeping the area, etc.)

Taxes/GST extra will be charged as applicable.

Evaluation Criteria

Technical Bids of applicants will be evaluated based on the eligibility criteria mentioned in the tender document, after scrutinizing all the relevant documents as sought from bidders and as per methodology given as follows. Bidders must note that a two-stage procedure will be adopted in evaluating the bids with the technical evaluation being completed prior to opening of price bids.

A) Evaluation of Technical Bid (Envelope-I)

During the Technical evaluation, each bidder will be assigned marks, out of total of 100 marks, as per the criteria below:

Part A**Site Visit and Presentation
(30 marks)**




Presentation to IIT Bombay by the bidder and site visit. Service quality, cleanliness and hygiene levels maintained by the bidder at current similar facilities (to be decided by IIT Bombay on the basis of site visit reports, the decision taken by IIT Bombay in this regard will be final). Dates for the presentation shall be intimated separately after opening of the technical bids and pre-qualification of Technical Tenders). The presentation by the bidders need to cover the following aspects for evaluation by IIT Bombay:

1. How well the bidder understands the objective of the tender and plan to meet the objective of the tender.
2. Whether vendor has visited the locations where the catering service is to be provided and the observations of the bidder from the visit therein.
3. Client list, retention record and size/distribution of contracts completed/under execution.
4. Number of Employees on payroll
5. Client Satisfaction Certificates
6. Process followed by the bidder to adhere to statutory compliances.
7. Systems and processes followed for recruiting and training the employees
8. Comprehensive operational plan (with all details) given in the technical bid for delivering catering and pantry services at Gulmohar Restaurant & Garden Cafeteria.
9. Brands of materials (food/beverages, sweets etc.) proposed
10. Manpower proposed (numbers, designation, experience, qualification etc.)

11. Mobilization plan and procurement for catering
12. Describe the value addition by the bidder to ensure a great service and satisfaction of the client
13. Quality of food served
14. Quality of material used for food preparation (fresh vegetables, standard ingredients and spices used in the food)
15. Uniform design (with Company's name badge), shoes, apron, hand gloves provided to the caretaker, cook, helpers etc.
16. Any other additional information the bidder wants to present.

The presentation and site visit shall carry 30 marks as follows-

Presentation – Total 15 Marks		
Sr. No.	Description	Marks to be allotted
1.	Whether the bidder has sufficient knowledge of the tender and has clearly specified the aspects mentioned above.	15
2	Whether the bidder was able to answer the queries raised by the committee	
Site Visit – 15 marks		
1	Quality of food served at the premises and quality of materials used	15
2.	Cleanliness and management of reception area, kitchen, store, pantry and waste management	
3	Complaint and feedback mechanism used by the bidder at the premises and the feedback of the client	
4	Overall management of catering and pantry service at the premises	


 Deputy Registrar (Estate)
 28/3/2015
 ST 

Part B
(70 Marks)

1. Number of years' experience in undertaking similar nature of works – Max 15 Marks

Sr. No.	Description	Marks
a	More than 15 years	15 marks
b	More than 07 years and up to 15 years	10 marks
c	More than 03 years and up to 07 years	5 marks

2. ANNUAL TURNOVER as on March 31, 2024 - Max 15 Marks

Sr. No.	Description	Marks
a	More than ₹ 175 crore	15 marks
b	Above ₹ 145 crore and up to ₹175 crore	10 marks
c	₹125 crore and up to ₹145 crore	5 Marks

3. Net worth of the bidder as on March 31, 2024 - Max 15 Marks

Sr. No.	Description	Marks
a	More than ₹ 55 crore	15 marks
b	Above ₹ 45 crore and up to ₹ 55 crore	10 marks
c	₹ 40 crore and above and up to ₹ 45 crore	5 Marks

4. Annual Turnover of running contract of similar services & of 4 star and above hotel presently operational - Max 5 Marks

Sr. No.	Description	Marks
a	₹ 40 Cr. and above	5 marks
b	₹ 30 Cr. and up to ₹ 40 Cr.	2.5 marks
c	Up to ₹ 30 Cr.	01 Marks

5. Manpower strength on bidder's payroll as on 31/12/2024 – Max 15 marks

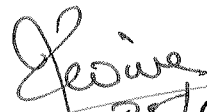

Sr. No.	Description	Marks
a	Manpower strength above 1250	15 marks
b	Manpower strength between 1100 – 1249	10 marks
c	Manpower strength between 1000 – 1099	5 marks

6. Quality Certifications - Max 5 Marks

Description	Particulars	Marks
a). ISO 22000:2018,	of more than 04 years	5 Marks
b). ISO 9001:2015,	of 02 to 04 years	3 Marks
c). ISO 45001:2018 & d). HACCP certificate	of up to 02 years	2 Marks

All the supporting documents for the above criteria are required to be submitted for evaluation. **Proposals scoring minimum of 60% marks (i.e., 60 marks out of total 100 marks as per the above criteria) shall be considered for further evaluation in the price bid.**

IIT Bombay shall notify those bidders whose proposals did not meet the minimum qualifying points or were considered non-responsive to the tender conditions. IIT Bombay shall simultaneously notify the bidders who have secured the minimum qualifying marks, indicating the date and time set for opening of the Price Bids. The notification may be sent by electronic mail. In order to verify the claim regarding work/similar contract in other locations, IIT Bombay may call for information/ report from the concerned bodies.


Deputy Registrar (Estate)


B) Evaluation of financial bid (Envelope-II) – 100 Marks

- A. Garden Coffee Shop Menu (ANNEXURE – VIII) - 30 Marks
- B. A-la-carte menu of Gulmohar Restaurant Dining (ANNEXURE – IX) – 30 Marks
- C. Banquet menu (ANNEXURE – X) - 40 Marks

After the technical evaluation has been completed, the financial Bids of only technically qualified vendors will be opened for the purpose of commercial evaluation. The financial Bids shall be opened publicly in the presence of the bidder's authorized representatives who choose to attend (only one representative per bidder). The name of the Bidder and the offered prices shall be read aloud and recorded when the financial Bids are opened.

The Evaluation Committee will determine whether the financial Bids are complete (i.e., whether they have accounted for all items of the corresponding proposals. If not, the Committee will cost them and add their cost to the initial price) and correct any computational errors. The bidder must be prepared to furnish clarifications to the proposals submitted by it, as may be required to adjudge the reasonableness of its bid.

Bids shall be evaluated based on a combination of Technical and Financial bid. The lowest financial Bid (F_m) will be given a financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Bids will be computed as $S_f = 100 \times F_m / F$ in which S_f is the financial score, F_m is the lowest price offer and F is the price offer of the tender under consideration. Proposals will be ranked according to their combined **Technical (S_t) and Financial (S_f)** scores using the weights ($T = 0.60$ and $P = 0.40$). The final score (S) formula would be $S = S_t \times T + S_f \times P$. The bidder securing the highest combined technical and financial score will be awarded the work.


Deputy Registrar (Estate)

TERMS & CONDITIONS OF CONTRACT:

1. The agreement will be concluded as per the normal procedure of IIT Bombay for which the contractor may contact the undersigned until the same is concluded, the quotation/ tender submitted by the contractor will be part and parcel of the contract.
2. Contractor will not be allowed to sublet the work to the sub-contractor, if found so, the said contract will be terminated and the contractor will be blacklisted with intimation to other organization.
3. The contractor should work as per the terms and conditions of the tender documents of this office and this work order will be part and parcel of this contract.
4. The contractor shall follow all the provisions of the Contract Labour (Regulations & Abolition) Act 1970 and Rules 1971, Minimum Wages Act, Payment of Wages Act, Payment of Bonus Act, Payment of Gratuity Act, Inter-State Migrant Workmen (RE&CS) Act, Workmen Compensation Act, and Industrial Act.
5. The contractor shall provide PF & ESIC facility to the workers as provided in the PF & ESIC Act. The contractor shall remit PF, ESI, PT and LWF within the stipulated time. The contractor is liable for timely remittance. Damages, if any, changed by the concerned department, have to be borne by the contractor.
6. The contractor should not employ any worker beyond normal working hours or on weekly holidays. If any worker has worked beyond normal working hours or on a weekly holiday, the contractor has to pay overtime wages as provided under the Minimum Wages Act.
7. The contractor shall pay salary to the workers between 7th to 10th day of every month.
8. The contractor shall pay salary to workers in the form of an A/C payee cheque or direct transfer to workers accounts, and disbursement should be made in the presence of a representative of the Manager, Hospitality.
9. The contractor shall issue wage slips to all the workers at least one day before the disbursement of wages.
10. Electricity and water charges for the café shall be borne by the cafe service provider, on actuals.
11. The café area shall be kept clean and tidy by the café service provider. Institute shall not pay any compensation/ reimbursement of this cost at any stage during the contract period and after termination/ cancellation of the contract. Café operator has to maintain the Café in all its basic everyday functions and maintenance.
12. The timings for the Garden cafe shall be from 7:30 a.m. to 07:30 p.m. & for the Gulmohar restaurant will be 12:00 noon to 03:00 pm & 07:00 pm to 11:00 pm.
13. Once the service provider is appointed through due process, the café service provider shall give the institute a security deposit of 50 Lakh in the form of Bank Guarantee or Fixed Deposit in the name of The Registrar, IIT Bombay). The security deposit should be valid for a period of sixty days beyond the date of completion of all contractual obligations.
14. Merchandising/ other advertising cannot be done in the café premises or on campus without prior permission.
15. On expiry/ termination of license, the vendor must vacate the licensed premises. All fixtures, furniture etc. which are properties of IIT Bombay should be handed over to IIT Bombay in good and tenable conditions. Cost of repair charges for mishandling and wilful damage (except normal wear and tear) will be deducted from the Security Deposit. Any equipment of the vendor left behind beyond a reasonable time will be deducted from the Security Deposit.
16. Any legal disputes arising out of this tender process shall be settled in the court of competent jurisdiction located within the city of Mumbai, Maharashtra.
17. Once the Café service provider is appointed, additional items can be added on menu. For such additional items, prices will be fixed in consultation with Convener, GHAC/ Manager, Hospitality. Price of items can be renewed every year in consultation with Convener, GHAC/ Manager, Hospitality. The consumer price index Mumbai or market/ economic condition shall be used as a guideline for arriving at prices that is mutually agreeable.

18. The vendor shall not construct or make any structural alterations inside the licensed premises. The vendor should not employ any child labour.
19. The vendor shall maintain a register with name, age and address of all his employees working in IIT Bombay campus. The vendor must report any changes in the list of employees immediately. Vendor shall arrange to obtain security pass for all his employees from the Security Section, IIT Bombay, giving due undertaking for their character and antecedents.
20. No staff of vendor can stay overnight in the IIT Bombay campus or beyond reasonable hours after, before closing or opening time of the Café.
21. The vendor shall be responsible for the proper product and behaviour of the employees engaged by him.
22. Smoking, consumption/ distribution of alcohol, use of pan and gutka or any other banned or restricted substances by the vendor or his employees of the vendor is strictly prohibited.
23. This contract is for three years period and it will be renewable by mutual agreement by both the parties.
24. Termination clause:
 - a) Either party can terminate the agreement with three months' notice.
 - b) Immediate termination in case of food poisoning incident or gross negligence.
25. The documents confirming the above criteria need to be submitted duly verified by TPIAs which are accredited under "NABCB accredited bodies as per requirement of ISO/ IEC 17020 as Type A" in QCI's NABCB website (http://nabcb.qci.org.in/accreditation/reg_bod_inspection_bodies.php) as on due date of bid submission".
26. All Copies of BQC documents to be submitted for this tender should be duly verified with originals & attested by any one of the following independent third-party inspection agency (TPIA): SGS /GLISPL / IRS / DNV / LRIS / EIL /TATA Projects / PDIL / UIPL / RITES LTD / ITS IPL/ TUV. All charges for verification & attestation shall be borne by the Bidders. If there are no changes in the document data and the document is already verified & attested by the above independent third-party inspection agency (TPIA), such verified documents can be submitted for qualifying the BQC without further verification and attestation from above TPIA. TPIA undertaking in this regard shall be exempted only if all BQC qualifying supporting documents already have TPIA certification and attestation and no new documents have been added for BQC qualification.

Vendor has to submit the duly verified & attested documents along with the respective TPIA verification certificates duly signed & stamped by authorized signatory of TPIA in technical bid envelope before the due date of submission of the bids. Separate undertaking notes from the TPIA and the bidder as per the attached draft at ANNEXURE – XII shall be uploaded as a part of the BQC bid as the case may be.

SPECIAL CONDITIONS OF THE CONTRACT:

1. Quality Standards

- **Food Quality Assurance:** All food served must meet the highest standards of freshness, taste, and nutritional value. Only fresh ingredients should be used, and the vendor must adhere to any specific dietary requirements outlined by the tender.
- **Ingredient Sourcing:** All ingredients must be sourced from reputable suppliers and meet safety and quality standards. Documentation proving the quality of ingredients should be provided.
- **Menu Variety:** A diverse range of food options should be available, catering to different dietary preference. The menu should be updated regularly to provide variety in consultation with Convener, GHAC/ Manager, Hospitality.
- **Portion Control:** Standardized portion sizes should be maintained for consistency. The service provider should adhere to any specific portion guidelines outlined in the tender.

2. Hygiene Standards

- **Food Handling and Preparation:** All food must be prepared and handled according to the highest hygiene standards, including compliance with local food safety regulations.
- **Cleanliness and Sanitation:** The cafeteria and kitchen areas should be cleaned regularly, with special attention given to surfaces that come in direct contact with food. Cleaning schedules must be provided and adhered to.
- **Staff Training:** All staff involved in food preparation and serving must undergo regular training on food hygiene, safety, and sanitization practices.
- **Compliance with Regulations:** The service provider must comply with all local and national food safety laws, including periodic inspections and certifications (e.g., health department certifications).
- **Waste Management:** Proper disposal of food waste and non-food waste should be ensured, with segregation in place. The service provider should follow eco-friendly waste disposal methods.

3. Complaint Redressal Mechanism

- **Customer Feedback:** The service provider should provide an accessible and clear channel for cafeteria users to lodge complaints or provide feedback, including a designated email, phone number, or feedback form.
- **Response Time:** All complaints must be acknowledged within a specified time frame (e.g., 24 hours), and appropriate actions must be taken to address the concerns raised.
- **Investigation and Resolution:** Each complaint must be thoroughly investigated, and the results of the investigation, along with the steps taken to resolve the issue, should be documented and shared with the complainant.
- **Quality Monitoring:** A third-party monitoring body may be employed periodically to check for food quality, hygiene, and compliance with the tender's requirements.

ANNEXURE - I

Profit After Tax Details

Evaluation Criteria	Financial Year	Profit After Tax (INR)	Remarks
The bidder must be a profit-making organization in last five consecutive financial years as on 31.03.2024 (FY 2019-2020, 2020-2021, 2021-22, 2022-23 & 2023-24)	2019-2020		Please attach Chartered Accountant's certificate & audited balance sheet for Profit after Tax (PAT). Also mention the details in the format enclosed at Annexure - I
	2020-2021		
	2021-2022		
	2022-2023		
	2023-2024		

Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:

SEAL

ANNEXURE - II

EXPERIENCE DETAILS

Sr. No.	Evaluation Criteria	Name of Client	Contract/ Purchase Order/ Work Order No. & Date	Amount
1.	The bidder should be in business for minimum 03 years during last 5 years in providing Catering services at Cafeteria/Restaurant, Banqueting, Conference etc. in Educational Institutes and should have presently owned & operational 4 star & above hotels with minimum 75 rooms along with banquets, conferences, cafeteria and fine dine facilities for minimum duration of 05 years. The right to accept similar works of the vendor will rest with IIT Bombay.			
2.	Bidder should have executed at least 01 number of contracts of providing Catering services at Cafeteria/ Restaurant, Banqueting, Conference etc. in Educational Institutes for minimum duration of 03 years during last 5 years, with the minimum value of Rs. 15 Crores (Rupees Fifteen Crore Only) and should have presently owned and operational 4 star & above hotels with minimum 75 rooms with banquets, conferences, cafeteria and fine dine facilities, valid star classification and presently owned & operational in India for last 05 years (five years) from the date of opening of techno-commercial bid.			

Note: Supporting documents (Purchase order/Work order/ Completion certificate issued by the clients) are to be attached along with the Annexure II

Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:

SEAL

ANNEXURE - III

Details of Running Contract:

Sr. No.	Name of Client with contract details	Running Contract/ Purchase Order/ Work Order No. & Date	Amount

Note: Supporting documents (Running Contract/ Purchase order/Work order issued by the clients)
In case of additional row, bidder may attach the same on their letterhead with this sheet.

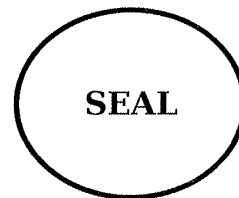
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE – IV

Net worth details

Evaluation Criteria	Financial Year	Net worth (INR)	Remarks
Bidder must have minimum average net worth Rs. 40 cr. in last 5 years	2023-2024		Please attach Chartered Accountant's certificate & audited balance sheet.
	2022-2023		
	2021-2022		
	2020-2021		
	2019-2020		

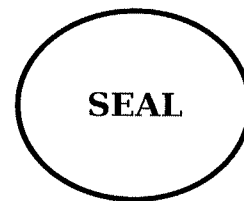
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE – V

Employee on pay roll details

Evaluation Criteria	Name of the Client/ Site	No. of Manpower	Remarks
The bidder must have minimum employee strength of 1000 people (on pay roll) as on 31/03/2024. He must possess a labour license for minimum 200 no of workers under Contract Labour Regulation & Abolition Act 1970 Rule 1971 either from State or Central Govt.			Copy of valid ESI & PF registration to be attached along with pay role payment register. Bidder should submit the return & challan of ESI & PF of last 12 months. Copy of up to date remittances to ESI & PF authorities also to be attached.

Notes: Bidders can attach a separate sheet if needed

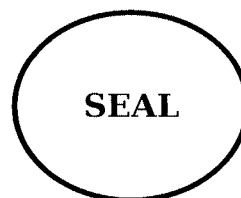
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE – VI

Annual Turnover Details

Evaluation Criteria	Financial Year	Turnover (INR)	Remarks
The bidder must have an average annual turnover of at least Rs.125 crores for the last five financial years as on 31.03.2024 (FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24)	2023-2024		Please attach Chartered Accountant's certificate & audited balance sheet (and any other supporting document the bidder wishes to attach) along with this.
	2022-2023		
	2021-2022		
	2020-2021		
	2019-2020		

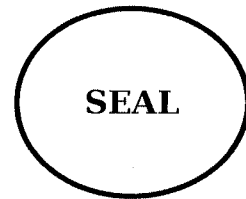
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE - VII

COMPANY PROFILE

(to be provided on letter head of the firm)

Sr. No.	Other documents required to clear pre-qualification criteria	Remark
1.	Name of the Bidder	
2.	Date of Incorporation / Establishment Certificate	
3.	PAN Number	
4.	GST Identification Number	
5.	Valid FSSAI License	
6.	ISO 22000:2018 in Food Safety Management	
7.	ISO 9001:2015 in Quality Management	
8.	HACCP Certification	
9.	Active/ operational current account in a scheduled commercial bank. This bank account should be RTGS/ NEFT enabled for receiving payment.	
10.	EPF Registration	
11.	ESI Registration	
12.	Labour License	
13.	Mumbai Office Address	
14.	Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)	Name
		Designation
		Email
		Phone/ Mobile No.
15.	Details of Contact other than Authorized Signatory	Name
		Designation
		Email
		Phone/ Mobile No.

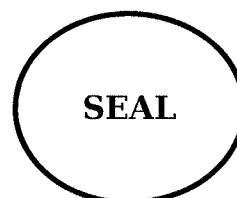
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE – VIII – Garden Coffee Shop – 30 Marks

PRICE BID

Sr. No.	Description of Items	Quantity/ Weight	Rate in Rs.
1.	Tea	100 ml	
2.	Nescafe/ Instant Coffee	120 ml	
3.	Wada Pav	1 nos	
4.	Batata Wada sambar-chutney	2 Pc	
5.	Kanda Bhajia	8 pcs	
6.	Aloo Pakoda	8 pcs	
7.	Mix Pakoda	8 pcs	
8.	Onion Pakoda	8 pcs	
9.	Dahi Wada	2 pcs	
10.	Dahi Bhalla	2 pcs	
11.	Poha	150 gm	
12.	Misal Pav - Tari	2 pav-200gm	
13.	Dahi Misal	2 pav-200gm	
14.	Sabudana Wada - Chutney	2pcs	
15.	Plain Dosa with Samber And Chatni	1 pc	
16.	Masala Dosa with Samber And Chatni	1 pc	
17.	Medu wada with chutney	1 pc	
18.	Mysore Masala Dosa	1 pc	
19.	Rawa Idli-sambar-chutney	2 pcs	
20.	Tomato Uttapa - Chutney - Sambhar	1 pc	
21.	Onion Uttapa - Chutney - Sambhar	1 pc	
22.	Water Melon Juice	200 ml	
23.	Mosambi Juice	200 ml	
24.	Orange Juice	200 ml	
25.	Lemon Water	200 ml	
26.	Lemon Soda	200 ml	
27.	Butter Milk	200 ml	
28.	Banana Milk Shake	200 ml	
29.	Strawberry Shake	200 ml	
30.	Chocolate Shake	200 ml	
31.	Bread Toast Butter	2 slices	
32.	Jam Butter Bread	2 slices	
33.	Garlic Bread	4 slices	
34.	Veg Cheese Sandwich	200 gm sandwich/30 gm coleslaw/30 gm wafers/fries	
35.	Cheese Garlic Bread	4 slices	
36.	Veg Club Sandwich	200 gm sandwich/30 gm coleslaw/30 gm wafers/fries	
37.	Veg Sandwich	200 gm sandwich/30 gm coleslaw/30 gm wafers/fries	
38.	Chicken Sandwich	200 gm sandwich/30 gm coleslaw/30 gm wafers/fries	
39.	Pani Puri	6 pcs	

40.	Dahi Puri	6 pcs	
41.	Bhel Puri	200 gm	
42.	Sev Puri	6 Pc	

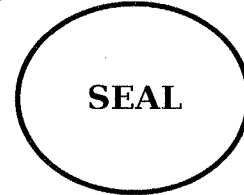
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE – IX – Gulmohar Restaurant, 2nd floor Menu (A la Carte) – 30 Marks

PRICE BID

1	Tomato Soup	250 ml	
2	Spinach Soup	250 ml	
3	Cream of Veg Soup	250 ml	
4	Cream of Chicken Soup	250 ml	
5	Veg Hot n' Sour Soup	250 ml	
6	Sweet Corn Soup	250 ml	
7	Manchow Soup	250 ml	
8	Clear Soup	250 ml	
9	Noodle Soup	250 ml	
10	Lemon Coriander Soup	250 ml	
11	Chicken Manchow Soup	250 ml	
12	Veg Lollipop	8 pcs	
13	Veg Spring Roll	6 pcs	
14	Veg Crispy	250 gms	
15	Chicken Lollipop	6 pcs	
16	Chicken Crispy	350 gms	
17	Chicken Salt n Pepper	350 gms	
18	Chicken Spring Roll	6 pcs	
19	Paneer Makhani	450 gms	
20	Paneer Kadai	450 gms	
21	Paneer Tikka Masala	475 gms	
22	Paneer Mutter	450 gms	
23	Paneer Palak	450 gms	
24	Paneer Handi	450 gms	
25	Aloo Gobi	400 gms	
26	Aloo Jeera	400 gms	
27	Aloo Methi	400 gms	
28	Veg Jalfrezi	450 gms	
29	Veg Makhanwala	450 gms	
30	Veg Kolhapuri	450 gms	
31	Veg Kadai	450 gms	
32	Veg Handi	450 gms	
33	Methi Mutter Malai	450 gms	
34	Dal Fry	200 gms	
35	Dal Tadka	200 gms	
36	Dal Makhani	200 gms	
37	Steamed Rice	450 gms	
38	Jeera Rice	450 gms	
39	Veg Pulao	450 gms	
40	Veg Biryani	450 gms	
41	Dal Kichdi	450 gms	
42	Egg Biryani	650 gms with 2 pcs	
43	Chicken Biryani	650 gms with 4 pcs	
44	Chicken Makhanwala	450 gms	
45	Chicken Kadai	450 gms with 4 pcs	

46	Chicken Handi	450 gms	
47	Chicken Kolhapuri	450 gms	
48	Egg Masala	450 gms with 2 pcs	
49	Chicken Manchurian	400 gms with 6 pcs	
50	Chicken Chilly	400 gms	
51	Chicken Schezwan	400 gms	
52	Veg Fried Rice	550 gms	
53	Chicken Fried Rice	550 gms	
54	Chicken Schezwan Rice	550 gms	
55	Veg Hakka Noodles	550 gms	
56	Chicken Hakka Noodles	550 gms	
57	Paneer Tikka	200 gms (8 pcs)	
58	Chicken Tandoori (Full)	500 gms (8 pcs)	
59	Chicken Tandoor (Half)	250 gms (4 pcs)	
60	Chicken Tikka	200 gms (8 pcs)	
61	Chicken Reshmi Kebab	200 gms (8 pcs)	
62	Chicken Pahadi Tikka	200 gms (8 pcs)	
63	Roti	1 pc	
64	Naan	1 pc	
65	Laccha Paratha	1 pc	
66	Kulcha	1 pc	

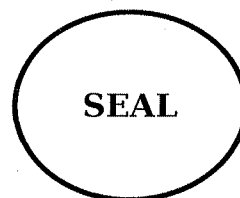
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE – X (Banquet Menu) – 40 Marks

Various functions/ special occasions hosted by IIT will also be catered for by the Agency. Mode of catering will be buffet system. Hence, you are requested to quote for banquet on the following guidelines.

Banquet Menu: A – Veg Deluxe

Sr. No.	Description of Items	Rate in Rs.
1	Welcome drink	
2	One veg starter	
3	Soup	
4	Two Vegetables	
5	One Rice preparation	
6	One Dal preparation	
7	Assorted Naan/ Roti/ Puri/ Paratha	
8	Papad/ Pickle/ Chutney	
9	Two Salads	
10	Curd/ Raita	
11	One Dessert Dish	

Banquet Menu: B – Non-Veg Deluxe

Sr. No.	Description of Items	Rate in Rs.
1	Welcome drink	
2	Soup	
3	One veg & one non-veg starters	
4	One Non-veg dish	
5	Two Vegetables	
6	One Rice preparation	
7	One Dal preparation	
8	Assorted Naan/ Roti/ Puri/ Paratha	
9	Papad/ Pickle/ Chutney	
10	Two Salads	
11	Curd/ Raita	
12	One Dessert Dish	

Banquet Menu: C – Veg Standard

Sr. No.	Description of Items	Rate in Rs.
1	Soup	
2	Two Vegetables	
3	One Rice preparation	
4	One Dal preparation	
5	Assorted Naan/ Roti/ Puri/ Paratha	
6	Papad/ Pickle/ Chutney	
7	Green Salad	
8	One Dessert Dish	

Banquet Menu: D – Non-Veg Standard

Sr. No.	Description of Items	Rate in Rs.
1	Soup	
2	One Non-veg dish	
3	Two Vegetables	
4	One Rice preparation	
5	One Dal preparation	
6	Assorted Naan/ Roti/ Puri/ Paratha	
7	Papad/ Pickle/ Chutney	
8	Green Salad	
9	One Dessert Dish	

High Tea Menu: A - Standard

Sr. No.	Description of Items	Rate in Rs.
1	Tea/ Coffee/ Biscuits	
2	Sandwich or One fried item	
3	One sweet item	
4	Wafers	

High Tea Menu: B - Deluxe

Sr. No.	Description of Items	Rate in Rs.
1	Tea/ Coffee/ Cookies	
2	Sandwich	
3	One fried item	
4	One sweet item	
5	Cake/ Pastry	
6	Wafers	
7	Tetra Juice/ Fruit Juice	

Regular Tea Service for Conference/ Seminar:

Sr. No.	Description of Items	Rate in Rs.
1	Tea/ Green Tea/ Black Tea/ Detox Tea	
2	Coffee/ Black Coffee	
3	Biscuits	

1. In all above Banquet menus, A, B, C & D and High Tea Menus A & B, Mineral Water in bulk dispenser will be included.
2. If requested, Mineral water bottle (200 ml, 500 ml, 1 ltr.) to be charged at MRP.

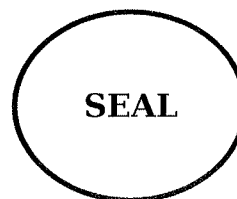
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE - XI

CERTIFICATE

(to be provided on letter head of the firm)

I hereby certify that this firm has neither been blacklisted by any Central/ State Government/ Public Sector Undertaking/ Autonomous Body/ Institute nor is any criminal case registered/ pending against this firm or its owner(s)/ partner(s) anywhere in India by any organization including IIT Bombay.

I also certify that the above information is true and correct in every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

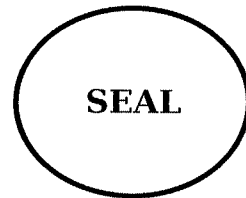
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE – XII

Format for Undertaking from TPIA
(on TPIA letter head duly stamped & signed)

Ref.: _____

Date : _____

To,
The registrar
IIT Bombay
Mumbai

Sub: verification of bidder's qualification criteria (BQC) related documents of the tender.

Ref: Tender No. _____ for _____

Dear Sir,

M/s. _____ with its Registered office at _____
_____ intend to participate in the tender for the IIT Bombay, Powai, Mumbai, India.

The tender conditions provide that the BIDDER shall submit BQC documents duly verified by independent Third Party Inspection Agency.

In this regard, this is to certify that copies of all the BQC related documents submitted to us for verification have been verified by us with the originals and found to be genuine. We have signed and stamped on the copies of all the verified documents.

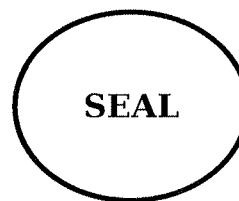
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE - XIII

BRANDS OF CONSUMABLES PERMISSIBLE

Item	Brand
Salt	Tata, Annapurna, Nature fresh, Ashirwad, Nirma, Saffola, Captain cook, Laxmi Foods and Spices
Spices	M.D.H. Masala, Knorr, Catch, Everest, Mothers, Nilons, MTR, Patanjali, Ramdev, K-Pra, Laxmi Food and Spices
Chicken	Venky's Chicken, Godrej Real good, Zorabian, Suguna, Al Kabeer
Ketchup	Maggi, Kissan, Heinz, Del Monte, Surabhi, Sam's, Ching, The Maharashtra Agro Industries Dev. Corpo. Ltd.
Flavoured drinks	Rasna, Roohafza, Mapro, Laxmi Foods and Spices
Papad	Lijjat, Ganesh, Shreeji, Ramdev, Mothers
Butter	Amul, Mother dairy, Govardhan, Britannia, Kwality, Warana (use of margarine or any other butter substitutes are prohibited)
Bread	Modern, Kwality, Wibes, Britannia, Bonn, Harvest Gold
Cornflakes	Kellogg's, Patanjali
Chocos	Kellogg's
Jam	Kissan, Tops, Cremica, Mapro, Druk, Maggi, Surabhi, Mother's
Ghee	Amul, Mother Dairy, Govardhan, Britannia, Nestle, Every day, Dynamix, Vadilal, Warana
Shrikhand	Amul, Warana, Chitale
Frozen Yogurt	Mother dairy
Cow Milk (Half Cream/Non-toned)	Amul, Mother dairy, Govardhan, Warana, Kwality, Gokarn Milk
Paneer	Amul, Mother dairy, Warana, Govardhan
Tea	Brooke bond, Lipton, Tata, Tetley, Godrej
Coffee	Nescafe, Bru, Tata, MR
Ice Cream	Amul, Mother dairy, Kwality Wall's, Natural's, Havmor, Vadilal, Patanjali, Dinshaw's, Cream bell
Soya	Nutrela
Frozen Peas	Safal (off season), Al Kabeer, Vadilal
Cheese	Amul, Mother dairy, Britannia, Warana, Govardhan
Kolum Rice	Royal, Donur, Kohinoor, India Gate
Basmati Rice	Everyday, Daawat
Custard Powder	Brown & Polson
Sauce (Chilli, Garlic, Soya, Manchurian, Tomato)	Chings, Heinz, Maggi, Kissan, Sam's, Cremica, Tops
Toor Dal/ Masoor Dal/ Urad Dal/ Chana Dal	Tata, India Gate, MTR packed materials from

	Metro/ D mart/ Big Bazaar/ Big basket
Sugar	Madhur, Mantra, Satyam, MTR packed materials from Metro/ D mart/ Big Bazaar/ Big basket
Cornflour/ Rava	Satyam, MTR packed materials from Metro/ D mart/ Big Bazaar/ Big basket

Caterers may use any other FSSAI approved brands only if permitted by the Convener, GHAC/ Manager, Hospitality. Ajinomoto, Baking soda/ MSG is strictly prohibited. Violation of any of the rules will lead to heavy penalties, with a minimum of Rs.1000 or higher as deemed fit by the Convener, GHAC/ Manager, Hospitality.

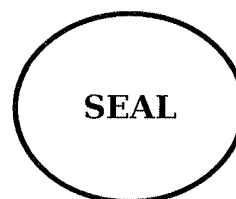
Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:



ANNEXURE - XIV

PENALTY LIST

Sr. No.	Issue	Fine/ Penalty on each default
1.	Veg and non-veg items prepared on the same utensils	Rs. 5000
2.	Feedback register not available	Rs. 1000
3.	Repeat offence/ non-compliance	Three times the initial amount of fine
4.	Not reporting the issue on time	Rs. 500
5.	Unhygienic food with foreign material (insects/ housefly, plastic, hair, etc.) or partially cooked food	Rs. 5000
6.	Non-use of disposable headgear and gloves by staff	Rs. 500 per staff
7.	Kitchen area/ work tables/ stores not clean	Rs. 2000
8.	Use of items not per specifications provided	Rs. 5000 per item
9.	Not displaying of price list	Rs. 5000
10.	Handling of food items with bare hands	Rs. 5000
11.	Tables not clean	Rs. 1000
12.	Cutlery, crockery not clean	Rs. 1000
13.	Food not served in time	Rs. 1000
14.	Store not arranged properly	Rs. 500
15.	Cooking utensils not clean	Rs. 500
16.	Selling items without approval of Convener, GHAC/ Manager, Hospitality	Rs. 3000
17.	Selling items at higher than approved rates	Rs. 3000
18.	Selling items at rates higher than MRP	Rs. 3000
19.	Misbehaviour of the staff	Fine (incident based) will be decided on the recommendation of Convenor, GHAC/ Manager, Hospitality
20.	Selling/ storing of expired items	Rs. 10000
21.	Adulteration in milk and other food items	Rs. 5000
22.	Items not available as per menu	Rs. 1000
23.	Cutting vegetables in open areas	Rs. 1000
24.	Number of monthly complaints submitted to Convener, GHAC/ Manager, Hospitality: a) 10 complaints in a month b) More than 15 complaints in a month	Rs. 5000 Change of Chef
25.	Staff without uniform	Rs. 3500 per staff
26.	Non-compliance of environment friendly waste disposal	Rs. 2000 per day
27.	Re-heating oil not allowed	Rs. 500

Date:

Authorized Signatory Name:

Place:

Designation:

Contact No:

