

**TENDER DOCUMENT
FOR PROVIDING
MESS SERVICES AT IFT CAMPUS
NEW DELHI**

**TO BE DEPOSITED IN THE TENDER BOX
KEPT IN ROOM NO. 523 (5th FLOOR)**

Cost of Tender Document Rs. 1000/-



**INDIAN INSTITUTE OF FOREIGN TRADE
IIFT BHAWAN,
B-21, Qutab Institutional Area
New Delhi-110016
(Tel: 011- 39147323/39147200)**

ABOUT THE INSTITUTE

Indian Institute of Foreign Trade (IIFT) is a deemed to be university under administrative & financial control of the Department of Commerce, Ministry of Commerce & Industry, Government of India. It is a premier research & training institution in the country. It offers two-year full time residential MBA (International Business) Programme for the benefit of fresh graduates seeking career in the field of international business and a three year part time MBA Programme for working executives for which classes are held on week-end days (Saturdays and Sundays). In addition, it offers four-month Certificate Course in Export Management and a few other courses for the benefit of working executives.

IIFT also offers large number of short term and long term professional courses for junior, middle and senior level executives as also mid career development courses for the benefit of executives from the corporate world and government officers holding senior positions. From time to time IIFT also organizes meetings and seminars with participation from the corporate world, senior government officers and delegates from foreign countries.

SCOPE OF WORK FOR MESS CATERER

IIFT campus comprises of an administrative block, one academic block, two hostels and one guest house with 250 regular faculty, officers, staff and support personnel provided by outsourced service agencies. The Institute offers residential accommodation in two hostel blocks located in the campus to more than 200 MBA students, IIFT faculty/guest faculty some senior level executives attending IIFT Programmes. While there is a Mess in the Institute's hostel to cater to the requirements of MBA students staying in the hostel, **Mess located in the administrative Block caters to the requirements of officers, staff and day scholars. The institute also runs several week-end programmes, management development programmes for working executives and programs conducted by Government of India. Lunch/dinner is required to be served to the participants of these programmes.**

The Mess also serves tea/coffee/cold drinks, snacks, high tea, lunch/dinner etc. in various official meetings, programmes, seminars and functions organized by the Institute from time to time. In addition, people visiting IIFT campus in connection with various academic activities of the Institute also avail these services. **During the current financial year 2017-2018, the turnover of catering services was close to Rs. one core. The Contractor selected will be required to cater to mess services for staff, participants of various programs and official lunch/dinner/functions.**

THE CONTRACT FOR AWARD OF MESS SERVICES THROUGH THIS TENDER IS LIKELY TO COME INTO **EFFECT FROM 1ST APRIL 2018 OR ANY TIME THEREAFTER.**

**TENDER DOCUMENT
FOR PROVIDING
MESS SERVICES AT IIFT CAMPUS, NEW DELHI**

Cost of Tender Document: Rs. 1000/- (Rupees One Thousand only)

Deposited vide IIFT Receipt No. _____ dated _____

OR

Demand Draft No. _____ dated _____ drawn on (Bank) _____

Last date & time for submission of duly filled-in Tenders:

At 230 p.m. 26 March 2018

(Duly filled-in Tender Documents, complete in all respects, to
be dropped in the Box kept in Room No. 523 on the 5th Floor)

(No Tender Document would be accepted after 2.30 p.m. on 26 March 2018)

Date & Time of opening Technical Bids:

At 3.30 p.m. 27 March 2018

Venue for opening Technical Bids:

Indian Institute of Foreign Trade

IIFT Bhawan, Room No. 322 (3rd Floor)

B-21 Qutab Institutional Area

New Delhi - 110016

**INDIAN INSTITUTE OF FOREIGN TRADE
IIFT BHAWAN
B-21 QUTAB INSTITUTIONAL AREA
NEW DELHI – 110016
(Tel. No. 39147323/39147200/26566240)**

INDIAN INSTITUTE OF FOREIGN TRADE

TENDER FOR PROVIDING MESS SERVICES AT IIFT CAMPUS, NEW DELHI

NAME OF THE TENDERER (as per Registration Certificate)	
COMPLETE POSTAL ADDRESS OF THE TENDERER (as per Registration Certificate)	

INDIAN INSTITUTE OF FOREIGN TRADE

TENDER DOCUMENT FOR PROVIDING MESS SERVICES AT IIFT CAMPUS, NEW DELHI

TECHNICAL BID

1. Earnest Money Deposit (EMD)	FD/PBG No. _____ dated _____ for Rs. 3,00,000/- (Rupees Three lakh only) drawn on (name of the Bank) _____ in favour of Indian Institute of Foreign Trade payable at New Delhi (To be enclosed with Technical Bid)
--------------------------------	---

COMPANY/FIRM PROFILE	
<p>1. Name of the Company/Firm and Complete registered address</p> <p>1(a) Legal Status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation)</p> <p>1 (b) Has your company/firm ever changed its name any time? If so, when, Earlier name and the reason thereof?</p> <p>1(c) Were you or your company ever required to suspend catering services for a period of more than 06 months continuously after you commenced the catering services? If so, give the name of the contract and reasons thereof.</p> <p>1(d) Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.</p>	

2. Name, Designation and Tel. No(s) of the Contact Person -Fax No(s) -e-mail address	
3. Year of commencement of Business	
4. Statutory Details (photocopy to be attached) -Registration No. of the Firm - PAN - RPFC – Registration No. - ESI Registration No. - GST Registration No.	
5. Income Tax Assessment Completion Certificates for the financial years 2015-16, 2016-17 and 2017-18. (In the event of assessment of the years indicated having not been completed the certificate of the latest assessment completed may be enclosed and the reason for non-completion of the assessment for the required years may be indicated).	

6. List of present and past clients (Please use separate sheet for each) as per the following format. The information provided will facilitate evaluation of your Technical Bid:

S. No.	Name of the organization with complete postal address	Name & designation of the Contact Person with Tel/Mobile No(s)	Date from which the contract was awarded	No. of persons deployed by your firm	No. of persons served

7 Volume of business done during the last three years (please submit documentary evidence) (Rs. in Lakh)

Details of annual financial turnover (gross)	2015-2016	2016-2017	2017-2018

TERMS AND CONDITIONS

GENERAL

1. Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender Documents will be rejected.
2. Before submitting the tender, details of documents to be attached may be verified from the Check List given on page number T&C-10/10 of the Tender Document.
3. The bidders, who download the Tender Document from IIFT's website, are required to submit a separate demand draft for Rs.1000/- (Rupees One Thousand only) towards the cost of the Tender Document. **THIS DEMAND DRAFT IS REQUIRED TO BE SUBMITTED WITH THE TECHNICAL BID.** Downloaded Tender Documents submitted without demand draft towards the cost of Tender Document shall be rejected.
4. The Tender must write the name & complete postal address of the bidding firm on the reverse side of the Demand Draft(s).
5. All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender. Duly filled in tender form should be supported by "Letter of Transmittal" as at Annexure-I of the Tender Document.
6. IIFT reserves the right to obtain feed back from the previous/present clients of the Tenderer and also depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot first hand information regarding the quality of food and services provided by the Tenderer. Decision of IIFT with regard to award of the contract will depend upon the feed back received by it from the previous/ and present clients and also from its team(s) deputed for the purpose. The decision of the Institute in this regard will be final and binding on all bidders.
7. Tender shall be submitted in IIFT's official tender form only. If submitted in any other manner, the same shall be summarily rejected. No bidder shall be issued more than one Tender Form.
8. Tenders received without the prescribed Earnest Money Deposit (EMD) of Rs.3,00,000/- (Rupees Three Lakh only shall be rejected).
9. The services to be rendered by the contractor as given in this tender document must not be altered by the bidder.
10. No paper shall be detached from the Tender Document.
11. The name and address of the bidder shall be clearly written in the space provided for the purpose and no over-writing, correction; insertion shall be permitted in any part of the tender unless duly countersigned by the bidder. The tender should be filled in and submitted strictly in accordance with the instructions contained herein, other wise the Tender is liable to be rejected.

12. The Financial bids submitted by all bidders should be valid for at least for a minimum period of six months from the date of opening of Technical Bids.
13. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing.
14. The Institute reserves the right to reject any or all the tenders without assigning any reason.
15. Before submitting the filled-in Tender Document to the Institute, the bidders may seek clarification(s), if any, from Administrative Officer (E&M) on Tel. No. 011-39147323 **OR** in person by visiting the Institute during working hours by taking prior appointment.
16. The Institute reserves the right to change any condition of the tender before opening of the Technical Bids. The change in term(s) will however be informed before opening of Technical Bids.
17. The successful bidder will have to enter into an agreement with the Institute as per draft agreement given in Annexure-II before taking charge of the Mess and commencement of the mess work.
18. Canvassing in any form will make the tender liable to rejection.

ELIGIBILITY CONDITIONS/GUIDELINES FOR EVALUATION OF TECHNICAL BIDS

19. Basic Eligibility:
 - (a) The applicant should be in catering business (excluding beverage and snacks services) for a minimum period of five years as on 31.03.2018.
 - (b) Experience of having successfully run the catering services during the last five years ending 31.03.2018 as per following:
 - 3 similar completed works each having not less than 200 persons on its dining strength.
 - OR**
 - 2 similar completed works each having not less than 300 persons on its dining strength.
 - OR**
 - 1 similar completed works each having not less than 500 persons on its dining strength.

Similar nature of work means the running of the Canteens/messes of institutions / organizations / companies / guest houses.
 - (c) Average Financial Turn-Over (Gross)

The bidder's average annual financial turnover (gross) in catering services during the last three financial years, i.e., 2015-16, 2016-17 and 2017-18 duly audited by CA should not be less than 40 Lakh. Year in which no turnover is shown would also be considered for working out the average.

(d) Financial Solvency

The bidder should have a solvency of 10% of the cost of the work A certificate to this effect may be enclosed from the banker.

(e) Performance Certification

The bidders' performance, as per format at Annexure-III for each work completed in the last three years and in hand should be certified by a responsible person from the concerned organization. The certificate should also indicate the compliance of statutory requirements.

(e) Tenders received without proper documents, including demand draft, shall be summarily rejected.

For the purpose of pre-qualification, applicant will be evaluated in the following manner:

1. The initial criteria prescribed in Para 19 above, in respect of years of operation in the business, experience of similar class of work completed and financial turnover will first be scrutinized and the applicant's eligibility for empanelment for the work will be determined.
2. The above will be followed by the visit of the Team (s) of IIFT to the sites of the contractor to inspect the site(s) at present contract(s) for on-the-spot first hand information regarding the quality of food and services provided etc.
3. On the basis of 1 and 2 above the financial bids will be opened.

20. No Residence facility will be provided to the workers of mess by IIFT.

21. Police verification the employers and workers will be done by contractor only.

GUIDELINES FOR SUBMISSION OF TENDER

22. The bids are to be submitted in two parts -

- (i) Sealed Technical Bid, along with a Demand Draft for Rs.3,00,000/-- (Rupees Three Lakh only), drawn in favour of INDIAN INSTITUTE OF FOREIGN TRADE payable at NEW DELHI, towards Earnest Money Deposit (EMD) in one sealed envelope super-scribed "TECHNICAL BID FOR PROVIDING MESS SERVICES AT IIFT CAMPUS". Tender Document received without EMD will be summarily rejected;
- (ii) Sealed Financial Bid placed in a separate envelop super-scribed: "FINANCIAL BID FOR PROVIDING MESS SERVICES AT IIFT CAMPUS".

23. The above mentioned two sealed envelopes should bear the name and complete postal address of the bidder. Sealed envelopes containing Technical Bid and Financial Bid should be placed in a bigger envelop super-scribed "BID FOR PROVIDING MESS SERVICES AT IIFT CAMPUS, NEW DELHI". This bigger envelop, bearing the name & complete postal address of the bidder, should be addressed to the Registrar, Indian Institute of Foreign Trade, B-21 Qutab Institutional Area, New Delhi – 110016 and deposited in the Tender Box kept in Room No. 523 (5th Floor) on or before **2.30 p.m. on 26 March 2018** Tenders received after due date & time shall not be accepted.

OPENING OF BIDS

24. The Technical Bids will be opened on 27 March 2018 at 3.30 p.m. in Room No. 322 at Indian Institute of Foreign Trade, B-21 Qutab Institutional Area, New Delhi-110016 in the presence of bidders who may wish to be present, either in person or through their authorized representatives (duly supported with authorization letter).
25. The Financial Bids of only technically acceptable tenders (as mentioned in para 19 above) will be opened for further consideration. The decision of the Institute in this regard will be final and no requests etc. will be entertained from the bidders. The date and time of opening of financial bid(s) will be intimated only to such bidders who are found eligible as per evaluation criteria prescribed by the Institute.
26. EMD of the unsuccessful bidders will be returned, without interest, within a period of one month from the date of award of contract to the successful bidder.

EVALUATION OF FINANCIAL BIDS

27. Following weightage shall be given for evaluation of Financial Bids:
- (a) Lunch (150 pax per day) - 43%
 - (b) Tea./Coffee (about 400 units per day) - 38%
 - (c) Snacks (about 150 pieces) - 10%
 - (d) Sweets (about 100 pieces) - 09%
28. Financial Bid shall not be the sole criteria for award of contract. Feed back received from the previous/present clients and on the spot assessment of the IIFT's designated team shall also form the basis of selection.

PERIOD OF CONTRACT

29. The contract for Mess Services shall remain valid initially for a period of two years. However, in order to evaluate the performance and services of the Contractor, the contract will have probationary period of three months. The contract for the remaining 21 months will be confirmed only if the services and quality of items served by the contractor are found satisfactory during the probationary period.

30. The one-year contract period is subject to renewal by the Institute on satisfactory performance on mutually agreed terms and conditions for a further period of one year or till such time mutually agreed to.

FORFEITURE OF EMD

31. EMD of the successful bidder shall be forfeited if the contractor does not fulfill any of the following conditions:
- i. An agreement is not signed in the prescribed form within ten days of the receipt of the Letter of Award of the Contract;
 - ii. The Contractor does not commence mess services within seven days of the stipulated date for commencement of Mess services.
32. **The Contract for award of Mess Services through this Tender shall likely to come into force after Award letter of contract.** If the successful bidder withdraw or alters the terms of the tender during this period, the Earnest Money Deposit shall be forfeited.

SECURITY DEPOSIT

33. The successful bidder will be required to submit with IIFT Fixed Deposit Receipt (in original) made in favour of INDIAN INSTITUTE OF FOREIGN TRADE for a sum of Rs.3,00,000/- (Rupees Three lakh only) as Deposit on account of Performance Security. The Fixed Deposit Receipt, renewed from time to time, will be retained by the Institute for the entire period of the contract and on termination of the contract; the Institute will refund to the contractor the sum of Rs. 3 lakh along with interest accrued thereon during the entire period of the contract.
34. If the Contract is terminated by the Contractor without giving stipulated period of notice or fails to observe the terms & conditions of the Tender, Letter of Award for the Contract and the agreement signed by the Contractor with the Institute, the Security Deposit will be forfeited without prejudice to the IIFT Management's right to proceed against the contractor for any additional damages that the Institute suffers as a result of the breach of the aforesaid terms and conditions.

ELECTRICITY AND WATER CHARGES

35. **The contractor will have to pay a License Fee of Rs. 10,000/- per month including electricity and water charges.**

STATUTORY OBLIGATIONS OF THE TENDERER (CONTRACTOR)

36. The Contractor shall be responsible for engaging adequate number of trained/semi-trained manpower required for providing good mess services in IIFT campus.
37. The employees of the Contractor should possess good health and should be free from any diseases, especially contagious and frequently recurring diseases.
38. **The Contractor will, prior to the commencement of the operation of contract, make available to IIFT the particulars of all the employees who will be deployed at the Institute's premises for running the Mess. Such particulars, inter alia, should include age/date of birth, I card, permanent address, police verification report and profile of the health status of the employees.**
39. The Contractor shall be responsible for timely payment of wages to his/her workers as per Minimum Wages Act of NCT of Delhi Government and fulfill all other statutory obligations, such as, Provident Fund, ESI, and Service Tax etc. in force from time to time.
38. The Contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.
40. Employment of child labor is strictly prohibited under the law. Therefore, the Contractor will not employ any child.
41. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the Institute by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make good/compensate such claims or damages to the Institute. As a result of the acts of the Contractor, if the Institute is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the Institute or the Institute reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the Institute.
42. The Contractor shall ensure compliance of all laws relating to cleanliness, sanitary, hygienic and health conditions and other laws in force from time to time with regard to the environment around cooking place, dining hall and surrounding etc.
43. The Contractor shall at all times keep indemnified the principal employer, namely, Indian Institute of Foreign Trade, head of the Institute and its officers and designated concerned staff for and against all third party claims whatsoever (including property loss and damage, personal accident, injury or death of any person) and/or the owner and the Contractor shall at his/her own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act / Fatal Accident Act, Personal Injuries, Employees State Insurance Act, PF Act, etc. in force from time to time.

44. The mess staff shall be issued Identity Cards bearing photographs. The contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly.
45. The Contractor shall be personally responsible for conduct and behaviour of his staff and any loss or damage to Institute's moveable or immoveable property due to the conduct of the Contractor's staff shall be made good by the contractor. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to remove the concerned person and engage a new person within 48 hours of intimation by IIFT. The decision of the Institute's designated officer in this regard shall be final and binding on the Contractor.
46. The Contractor shall not appoint any sub-contractor to carry out his obligations under the contract.
47. The Contractor shall keep the Mess and its surrounding areas clean and up to date sanitation every day after the services are over. The cleaning includes cleaning of kitchen, Mess hall, floor, counter, benches, tables, chairs, etc. IIFT management will have 24-hour access to inspect the Mess premises at any time for ensuring the cleanliness and hygienic conditions of the canteen's kitchen and dining hall premises
48. The Institute reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended to by the Contractor.
49. The Contractor shall get the prices of all items approved by the Institute and no changes, what-so-ever shall be made without prior written approval of the Institute. The amounts approved shall be properly displayed in the mess area.

OTHER OBLIGATIONS OF THE CONTRACTOR

50. The Contractor will use only branded raw material for preparation of items. The permissible brands of various items are given in Annexure-IV.
51. The Institute will provide to the Contractor space for storing raw material, kitchen equipment as per list provided in Annexure-V for cooking and preservation of perishable items, sitting and serving space, etc. free of cost. The Institute shall also provide tables and chairs in the serving area.
IGL pipeline gas supply have been installed in the mess kitchen area. A separate meter has also been installed. The monthly consumption charges on actual basis will be paid by the contractor.
52. Care must be taken to ensure that, while carrying out the work, no fittings, fixtures, furnishings, equipments provided by the Institute are damaged. Any damages done to the same or any other property will have to be repaired / replaced by the Contractor, failing which the same will be got done by IIFT at the contractor's risk and cost. In this regard, the decision of the designated officer of IIFT shall be final and binding on the Contractor.

53. All work shall be carried out with due regard to the convenience of IIFT. The orders of the concerned authority shall be strictly observed.
54. The Contractor will deploy adequate manpower for work during late hours and on Saturdays/Sundays, including other holidays, according to the requirement of IIFT and the guests/hostellers.
55. The Contractor should be in a position to cater to the tastes of North Indian students, who are likely to be in majority, in addition to serving south Indian and Chinese dishes.
56. The Contractor will have to supply breakfast/lunch/dinner in the canteen/hostel premises as per requirement and schedule drawn for the purpose by the concerned authorities of the Institute.
57. The Contractor shall install his electronic fly – kill / insect repellent equipment, emergency lighting / gas and fuel supply at his own cost;
58. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the Institute's campus, including Mess. Any breach of such restrictions by the Mess Contractor will attract deterrent action against the Contractor as per statutory norms.
59. No minimum guarantee will be furnished to the Contractor towards consumption of food items. He/she is advised to maintain the highest quality at the minimum possible prices so as to attract the maximum number of students/hostellers/IIFT personnel to avail mess services.
60. The workers employed by the Contractor shall be directly under the supervision, control and employment of the Contractor and they shall have no connection what-so-ever with Indian Institute of Foreign Trade (IIFT). IIFT shall have no obligation to control or supervise such workers or to take any action against them except as permissible under the law. Such workers shall also not have any claim against IIFT for employment or regularization of their services by virtue of being employed by the Mess Contractor, against any temporary or permanent posts in IIFT.
61. The Contractor shall ensure that either he/she himself/herself or his/ her representative is available for proper administration and supervision at the works to the entire satisfaction of the Institute.
62. The Contractor will bring his own tools, cookers, hot boxes, steam boxes, trolleys, equipment, utensils, plates, jugs etc., in sufficient quantity as needed to maintain the Mess services in addition to what is provided for by IIFT.
63. The Contractor shall not use the mess premises for any other activity except for the purpose for which it has been provided for.

PAYMENT

64. The payment in respect of official bills of the Institute submitted in duplicate by the Contractor shall be released on receipt basis subject to fulfillment of obligations by the Contractor imposed under various laws, Rules & Regulations, etc. applicable from time to time and after scrutiny of authorization for supply at the prices offered by the contractor. Any supply of food items without proper authorization by the designated authority of IIFT will not be paid for. Income Tax, as applicable at the prevailing rates, will be deducted at source.
65. In the event there is any query, objection, delay or dispute with regard to any bill or a part thereof, the Contractor shall not be entitled to any interest to be paid by the Institute for late payment.
66. All payments and receipts would be rounded off, i.e., paise 50 or above will be rounded off to the nearest higher rupee and paise less than 50 shall be ignored.

TERMINATION OF THE CONTRACT

67. The Contract can be terminated by either party, i.e., IIFT or the Contractor, after giving three-month notice to the other party extendable by mutual agreement till alternate arrangements are made. However, IIFT reserves the right to terminate the contract without giving any notice in case the Contractor commits breach of any of the terms of the contract. IIFT's decision in such a situation shall be final and shall be accepted by the Contractor without any objection or resistance.
68. On termination of the contract, the Contractor will hand over all the equipments/furniture/articles etc., supplied by IIFT, in good working condition, back to IIFT.
69. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory (say in a month or so) during the probationary period of three months from the date of taking over charge of the Mess services, IIFT reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

PENALTY

70. The Institute reserves the right to impose a penalty (to be decided by the IIFT authorities) on the Contractor for any serious lapse in maintaining the quality and the services willfully or otherwise by the Contractor or his staff or for any adulteration.
71. If the Institute is not satisfied with the quality of eatables served, services provided or behavior of the contractor or his/her employees, the Contractor will be served with 24-hour notice to improve or rectify the defect(s), failing which the IIFT will be at liberty to take appropriate necessary steps as deemed fit.

72. **Contractor must have FSSAI Licensing & Registration System FSS Act, 2006 Regulation and also follow Hygienic and Sanitary Practices (GHSP) as stipulated in Part V of Schedule 4 of FSS (Licensing and Registration of Food Businesses) Regulations, 2011.**
73. **No. revision of rate/increase of payment will be accepted during AMC period.**

JURISDICTION

74. Dispute, if any, arising out of the Contract, shall be settled by mutual discussion, alternatively by legal recourse under jurisdiction of Delhi courts only.

CHECK LIST OF DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID

1. Demand Draft for Rs.3,00,000/- towards EMD
2. Demand Draft for Rs.1,000/- if tender downloaded from website
3. Assessment Order (Certificate) for the last three years
4. PF, ESI, Insurance under Personal Accident Insurance Scheme, License photocopies
5. Signature of the bidder or his/her authorized signatory on each page of the Tender Document as acceptance of the terms and conditions contained in the Tender Document.
6. Documentary evidence in support of the following:
 - (i) Number of years of having run mess in the offices / organizations / hospitals / places of public utility / institutions / educational institutions along with number of persons availing the services offered by the contractor;
 - (ii) List of institutions/organizations (with complete postal addresses) served in the past and list of institutions/organizations where presently providing Mess services. Names, designations and telephone numbers of concerned officers in the respective organizations/institutions may also be indicated;
 - (iii) Work Plan – indicating the requirement of staff and deployment pattern of staff proposed and other details for smooth, efficient and satisfactory performance of the contract.

LETTER OF TRANSMITTAL

From: (Name & Complete Postal Address of the Applicant)

To:
Registrar
Indian Institute of Foreign Trade
B-21, Qutab Institutional Area
New Delhi – 110016

SUBJECT: SUBMISSION OF PREQUALIFICATION APPLICATION FOR THE CATERING SERVICES AT IIFT

Sir,

Having examined the details given in invitation for prequalification published in the newspapers and prequalification document for the above work we hereby submit the prequalification documents.

1. We hereby certify that all the statements made and information supplied in the enclosed forms _____ to _____ and accompanying statements are true and correct.
2. We have furnished all information and details necessary for prequalification and have no further pertinent information to supply.
3. We submit the requisite certified solvency certificate and authorize the Registrar, IIFT to approach the Bank issuing the solvency certificate to confirm the correctness thereof. We also authorize Registrar to approach individuals, employers, firms and corporation and to visit the works completed by us in the past or are in progress at present, to verify our competence and general reputation.
4. We submit the following certificates in support of our suitability trained know-how & capability for having successfully completed the following works

S. NO.	NAME OF WORK	CERTIFICATE FROM
1.		
2.		
3.		

Encl:

Date of submission:

Signature of Applicant

**DRAFT OF THE AGREEMENT
TO BE JOINTLY SIGNED BY IIFT AND THE CONTRACTOR
FOR RUNNING MESS AT IIFT PREMISES, NEW DELHI
(To be signed on a Stamp Paper of Rs. 100/-
to be purchased by the Contractor)
AGREEMENT**

This Agreement made this day the _____ between the Indian Institute of Foreign Trade (IIFT), B-21 Qutab Institutional Area, New Delhi-110016 (hereinafter called the Institute) of one part and Shri/Mrs/Ms _____ of M/s _____ of the other part (hereinafter called the caterer) and whereas the Institute needs a caterer to run **Mess for supply of break-fast, lunch, snacks and dinner, etc. mentioned in the Tender Document invited by the Institute to the staff, students and guests of the Institute. Whereas it is thought desirable to grant a Contract (not being a lease) to the caterer to prepare and serve the aforesaid items to the Institute's students and guests in the Mess, office complex and in the hostels/guest house (in special cases as and when required). The terms and conditions mentioned hereinafter, it is hereby confirmed as having been agreed to between the respective parties as under:**

1. That the Caterer has been granted the contract to run Mess in the premises of the Indian Institute of Foreign Trade at B-21 Qutab Institutional Area, New Delhi – 110016, initially for a period of one years w.e.f. 1st April 2018 on the terms & conditions contained in the Tender Document, Institute's Letter of Award of the Contract and this agreement read together. If during this period, the performance is found satisfactory, the contract may be renewed for further specified period on the existing or mutually agreed to terms & conditions. The contract is also terminable on three-month notice by either side.
2. That the items served by the Caterer shall be wholesome and hygienic prepared in the clean atmosphere. The Director/Registrar of the Institute and/or their authorized nominees may at any time enter the kitchen area allotted to the caterer for the purpose of this contract and take away samples of raw material, semi-prepared or fully prepared eatable items free of cost for the purpose of inspection, trial or analysis, and the decision of the authorities of the Institute with regard to the desirability or quality of the food articles offered for consumption shall be final. If any item of the menu/provision of food is found defective or not fit for use/consumption, the Institute's authorities may – (i) issue warning; and / or (ii) get the said raw material/items destroyed and ask the Caterer to purchase fresh stocks, without any payment of compensation to the Contractor for the discarded material/items.

If, however, this problem recurs in spite of warning having been issued, the Institute reserves the right to impose financial penalty as decided by the Institute's authorities or the contract may be cancelled without giving any notice.

3. The items of menu, which the Caterer would be expected to supply in the Mess, are indicated in the Appendix II. The rates of items to be served by the Caterer shall be valid on annual basis, i.e., from April to March every year and in-between revision shall NOT be allowed. The Institute may, if considered necessary, revise the rates only after one year of the contract in regard to the items of food/eatables and drinks. Till such time that the revised rates become operative, the caterer shall charge the existing rates.
4. That the caterer shall use either Delhi Milk Scheme or Mother Dairy milk. In case he is unable to maintain supplies of Delhi Milk Scheme or Mother Dairy for any reasons, he should arrange to procure from other sources supplying good quality milk. The security deposit to DMS/Mother Dairy, if any, will be paid by the caterer himself.
5. That the caterer shall not make any additions or alterations in the premises allotted to him for providing Mess services.
6. That the caterer has agreed to keep the premises and its surrounding area neat, clean and tidy at all times and according to the Health/Hygienic conditions bye-laws of the Municipal Corporation of Delhi or any other government/statutory body. In the event of violation of any of the aforesaid bye-laws in and around the Mess Kitchen/cooking area or dining hall, the caterer shall be responsible for any penalty/fine imposed by the concerned authorities.
7. That in the event of MCD, Health Department or any other government/statutory body authorities taking samples of raw material used by the caterer and those samples are not found fit/up to the mark for human consumption, the caterer shall be fully responsible for any fine/penalty imposed or legal recourse taken by such authorities.
8. That the contractor has agreed to pay to the Institute electricity and water charges on the basis of actual units consumed.
9. That the caterer has agreed to provide sufficient number of cooks, waiters and other support staff in the kitchen and dining hall and shall take all reasonable precautions to ensure that these workers attire themselves properly while on duty and are civil, polite, sober and honest in their dealings with the Institute's staff, students, visitors and guests. He shall also employ only those workers whose antecedents have been verified by the police and are medically fit in all respects.
10. That any employee deployed by the Caterer in the premises becomes liable for suspension or dismissal by the Institute due to his actions, disobedience or misconduct, the caterer shall accept the decision of the Institute as final and abide by such decision. In such an event, the Institute shall not in any way be liable for any claim made by the concerned employee of the caterer for wages or damages and the caterer shall keep the Institute's authorities indemnified.

11. The Institute will have the right to review the working of this contract from time to time and if at any time it is found that the caterer has failed to fulfil any of the conditions of this contract or that his working is unsatisfactory, the Institute may terminate the contract after giving the caterer three-month notice, but no such notice will be necessary if the contract is terminated on the ground of service of any undesirable commodity.
12. That the caterer will not transfer or assign any part of his interest under this contract and that this contract shall also be liable to be terminated by the death or insolvency of the caterer before the expiry of the period of this contract.
13. That it is agreed between the parties that no interest whatsoever in the premises has been assigned by the Institute to the contractor and the possession of the premises will always that of the Institute, even when the premises are in use or occupation of the caterer.
14. The Institute shall provide to the caterer necessary equipments, furniture & fixtures, as per attached Annexures and he shall maintain them in good condition. He shall be responsible for their maintenance.
15. The caterer shall provide all other implements for running the mess like crockery, cutlery, table linen, flower posts, livery or the Mess Staff and these shall be of good quality and standard.
16. The caterer shall be required to procure gas refills in sufficient quantity for cooking purposes at his cost. The cooking equipments shall be provided in working condition by the Institute. However, subsequently operational expenses will be borne by the caterer himself. The caterer shall be responsible for any loss/theft of the gas cylinders and other equipment provided to him by the Institute.
17. The caterer shall also be responsible for the upkeep of equipments provided by the Institute. In case of any damage to the furniture and equipments (list attached) by any person, he will immediately inform in writing the concerned authorities of the Institute for recovery of such losses/damages from the defaulters, failing which the caterer shall himself be liable to pay the cost as decided by the Institute.
18. All the equipments, furniture/fixtures, including gas and electrical installation of the Mess kitchen/dining hall shall be given to Contractor in good working condition. These will be used carefully & cautiously by his employees. The repairs up to the cost of Rs. 1,000/- of the gas and electrical appliances will have to be got done by the Contractor at his own cost.

19. That the Caterer shall maintain a Suggestion Book for recording suggestions for improvement of Mess Services. Such suggestions, as approved by the Institute's authorities, shall be forthwith acted upon. The suggestion book shall be kept open for inspection by the Institute's designated authorities.

In witness whereof the parties have put their hands to this agreement on the day aforesaid.

Signed and delivered by:

1.

2.

Countersigned:

Registrar
Indian Institute of Foreign Trade
B-21 Qutab Institutional Area
New Delhi – 110016

FORMAT FOR PERFORMANCE CERTIFICATION REFERRED IN POINT NO.19 (e)

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of the contract and location
2. Agreement no.
 - a. Scope of Contract
 - b. Contract Cost
 - c. Date of start
 - d. Period
 - e. Amount of compensation levied, if any
 - f. Performance Report
 - (i) Quality of Food – Excellent/Very Good/Good/Fair
 - (ii) Resourcefulness – Excellent/Very Good/Good/Fair
 - g. Compliance of all statutory requirements- Yes / No

(Seal of the Organization)

(Signature of the Responsible Authority)

Date:

PERMISSIBLE BRANDS OF CONSUMABLES

ITEM	BRAND
Salt	Iodised salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Refined oil such as Sundrop, Nature Fresh, Godrej
Pickle	Mother's or Priyaor Tops
Atta	Aashirvad, Pillbury, Nature Fresh
Butter	Amul, Britannia, Mother Dairy
Bread	Harvest/Britania make
Jam	Kissan, Nafed
Milk	Toned milk of Mother Dairy, Delhi Milk Scheme
Paneer	Amul/Mother Dairy
Tea	Brook Bond, Lipton, Tata
Coffee	Nescafe, Rich Bru
Biscuits	Britania, Parle, Good Day
Ice Cream, Lassi, Curd	Mother Dairy, Amul, Cream Bell – all varieties
Mixtures/Chips	Haldiram/Bikaner
Mineral Water	ISI marked Kinley/Bisleri/Ganga
Besan, Dal	Rajdhani
Rice	Basmati
Cold Drinks	Pepsi, Coke etc.
Juices	Real, Tropicana
Lemon Water	Hello
Sweet	Bikaner, Haldiram

The Contractor may use any other brand only after obtaining prior written approval from the Institute.

LIST OF KITCHEN EQUIPMENT TO BE PROVIDED BY IIFT

S. No.	Description of Item
1.	Wash units
2.	Pantry Service Table
3.	Electric Tea Boiler
4.	Electric Salamander
5.	Soiled Dish Landing
6.	Clean Dish rack
7.	Work Table with sink
8.	Storage racks
9.	Cooking range gas burners
10.	Gas griddle plate
11.	Three sink wash unit
12.	Exhaust Hood
13.	Stainless Steel rack with shelves
14.	Masala Grinder
15.	Pot rack (storage rack)
16.	Four-door vertical fridge
17.	Chairs
18.	Sofa Type sitting seats
19.	Sofa Tables
20.	Standing Tables
21.	Square Tables
22.	Water Cooler
23.	Wooden Counters
24.	Cash Counter
25.	Pesto Flash
26.	Gas Cylinders
27.	Exhaust Fans (18" x 12")

Note:-

- Complete IGL Pipeline gas fittings are also provided in the Mess area.** Other items of use will be arranged by the Contractor himself/herself.

No. E&M

Dated:

ACCEPTANCE CERTIFICATE

I/We (Designation) Of (Name of the

Company have read and understood

And hereby accept the above mentioned instructions, general terms & conditions, scope of

work and entire tender document for the **“MESS SERVICES IIFT DELHI”**.

Signature of Authorized Signatory

Company seal/Stamp

Date :

Place :

CERTIFICATE

Certificate on Non-Participation of near Relatives in the Tender

I _____ S/O _____

_____ ,

R/O _____ hereby certify that none of my relatives(s) is/are employed in IIFT, DELHI as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, IIFT Office shall have the absolute right to take any action including termination of the Contract as deemed fit/without any prior intimation to me.

Signed : _____

For and on behalf of the Bidder :

Name (Caps) : _____

Position : _____

Date : _____

INDIAN INSTITUTE OF FOREIGN TRADE

TENDER FOR PROVIDING MESS SERVICES AT IIFT CAMPUS, NEW DELHI

FINANCIAL BID

BREAKFAST/LUNCH/SNACKS/DINNER.

Rate per month.

S. No.	Items (Breakfast)	Rate (Rs.)
1.	Tea/Coffee, Bread Butter/Bread Jam/Bread Omelette/ IDLI Sambar, Chutney/Vada Cocounut chutney/Cornflakes, milk, seasonable fruit/Upma, Green Chutney/Gobhi Paratha, Dahi/ Masala Dosa, Sprouts/ Pyaz parantha/ Aloo Tamatar, Uttapam, Sambar.	
2.	Lunch	
	Rice, Roti, Dal, Raita (Plain Curd, Jeera, Boondi, Mix. Veg.)/ Vegetable(Seasonable), Salad, Pickle, Papad/ Rajma/ Kalechana/ Chole/Khadi/ Veg Kofta/ Mix Veg,	
3.	Snacks	
	Tea/Coffee, Samosa/Bread Pakoda/Vegetable aloo sandwich/ Palak Pyaz pakoda/ Mirchi Bhajia/ Macaroni/Nodles, Chutney, Sauce,.	
4.	Dinner	
	Dal/Dal Makhani, Rice/Zeera Rice/Plain Rice/Mutter Rice, Veg Biryani, Roti/Plain Paratha/ Paneer Parantha, Vegetable (Seasonal), Rajma/Tamatar/Kalechana/ Chole/Khadi/ Veg Kofta/ Mix Veg, Boondi Raita, Seasonal Fruits, Veg Salad, Masala Papad, Any Sweets Jalebi/Sewaiyaan/ Coconut Burfi/Chocolate/Ice cream, Egg Kari,/Egg Bhurji/ Paneer Bhurji, Green Chutney, Non – Veg Twice a week Paneer – Twice a week Non – Veg Twice a week Paneer – Twice a week	

Note:-

- Breakfast means any breakfast items from 'breakfast section'.
- Roti means any roti from the 'roti' section.
- Cure or Masala Butter milk or Pineapple/Boondi Raita to be provided 150 ml.
- Rice means any rice from the 'rice' section.
- Dal means any dal from the 'dal' section
- Vegetable means any vegetable curry from the 'vegetable' section.
- Paneer means any paneer curry from the 'Paneer' section. (75gms)
- Chicken means any chicken curry from 'Chicken' section.
- Egg means any egg curry from 'Egg' section.
- Pickle means mango pickle from reputed brand.
- Snacks means any snacks from 'snacks' section. (Limited)
- Sweet means any sweet from 'sweet' section.

That timings for serving meals in the Mess shall be as follows:

	<u>Winter</u>	<u>Summer</u>
Break Fast	8.00 am. to 9.00 am.	8.00 am. to 9.00 am.
Lunch	1.00 pm. to 2.00 pm.	1.00 pm. to 2.00 pm.
Evening Tea	4.30 pm. to 5.30 pm.	4.30 pm. to 5.30 pm.
Dinner	7.30 pm. to 9.00 pm.	8.00 pm. to 9.30 pm.

For serving dinner after the time specified above, the concerned resident shall inform the Caterer in advance.