

HoME — Hostel and Mess Establishment INDIAN INSTITUTE OF TECHNOLOGY TIRUPATI भारतीय प्रौद्योगिकी संस्थान तिरुपति

Date: 21.03.2023

Yerpedu - Venkatagiri Road, Yerpedu Post, Tirupati District, A.P-517619.

IITTP/HoME/137/2023

EXPRESSION OF INTEREST

FOOD COURT IN IIT TIRUPATI

EOI Dated : 21 March 2023

Last date for submission of Proposal : 05:00 pm 10 April 2023 Date of Opening of Proposals : 03:00 pm 14 April 2023

The Chairperson - Council of Wardens, HoME (Hostel and Mess Establishment) office, Indian Institute of Technology Tirupati, Yerpedu - Venkatagiri Road - 517619, Tirupati District, Andhra Pradesh Email: ccw@iittp.ac.in

IIT Tirupati invites parties for running a Food court on contract for a period of one year at designated spaces available at the first floor of New Dining Hall at IIT Tirupati Permanent Campus for a strength of 1400+ students and 200+ faculty, staff and their families. Agencies having the required capabilities of handling & Managing Multiple Operators/Vendors as a single entity with a relevant experience, technical proficiencies and eligibility criteria may respond to the EOI and should submit supporting documents in respect of eligibility criteria within 20 calendar days from publication date on IIT Tirupati Website. The EOIs should be submitted through the Email: ccw@iittp.ac.in or through Sealed Bids to the address mentioned above.

The applicant must bring in the vendors who are possessing FSSAI certification. The applicant should provide us with the restaurants and stalls vendors according to our preferences mentioned and should also submit the menu prices (we expect the prices to be less than the market price) for the fixed items according to our preferences: -

Stalls: - 1. Fruits, Juices and milkshakes

- 2. Chat stall
- 3. Bakery & Ice Cream
- 4. Coffee and Tea

We expect Minimum of 2 independent vendors and maximum of 4 independent vendors for the stalls listed above.

Restaurants: - 1. North Indian

- 2. South Indian
- 3. Italian, Chinese & Continental
- 4. Vegetarian restaurant (Jain food to be included)

We expect Minimum of 2 vendors and maximum of 4 for the restaurants listed above.

Express ability to serve additional items as and when asked. The menu may be reviewed by officials of IIT Tirupati HoME Office from time to time and changes, if any, are to be followed by the Agency.

Note: Interested bidders to note that there will be no extension of date. Queries can be emailed to the following address. Email: ccw@iittp.ac.in

<u>Schedule – A: Basic Technical Details</u>

Sl. No.	Description	Information
1 A	Name of the Bidder	
	Complete Address	
	Phone No.	E-mail ID Website
1 B	Contact Person / Representative of the firm: Name Designation	·
	Phone:	Mobile Phone:
2 A	License No:	Registration No:
	PAN:	TAN:
	ESI:	EPF:
	FSSAI:	GST:
	(Enclose copies of the above)	
2 B*	Proof for payment of income tax and service tax (last one year) (copy of income tax and service tax payments to be enclosed) (avoid if yours is a start-up)	
3*	Number of Messes /food courts /central kitchens/food court operated elsewhere (Enclose list of Messes/food courts/ central kitchens/food court handled up to 2022, and ongoing business separately with all the relevant documents of Work order / P.O / MoU that was issued) (List to be included with name and the duration, type of service provided etc.) Attach a separate page if required	
4*	Whether Quality Certification obtained for any of the services provided (If Yes, copy to be enclosed)	
5*	Turnover per annum Rs. (in lakhs) Attach the relevant documents	
6	Do your firm have any Mobile App If yes give details	

7	No. of staff working in the firm	
8	Staff deployment plan for the IIT Food Court along with slabs	
9	Litigations, if any, connected with the facility Yes / No (if yes, details to be furnished)	
10	Any other information, bidder wishes to provide in support of their credentials (separate sheets may be used)	
11	Criminal proceedings, if any, against the Bidder Yes / No (if yes, details to be furnished)	

Date:	Signature with Seal
Date:	Signature with Sear

Note:

- i) Authenticated certificates, testimonials and proofs of experience to be produced in support of Sl. Nos. 2, 3, 4, 5.
- ii) For items marked as *must provide a detailed business plan regarding the nature of work.

Schedule B: Technical Evaluation

The process of selecting the successful bidding Agency comprises 4 stages as outlined below, this evaluation will only be done to the restaurants:

1.1 TECHNICAL BID EVALUATION

1.1.1 **STAGE** – 1

Prequalification evaluation of the bidding Agencies will be carried out on the basis of the documents submitted by the bidding Agencies as mentioned in schedule A. Bidding Agencies that fail to submit any of the documents in schedule A will be duly rejected from further consideration.

1.1.2 STAGE -2

Qualification evaluation of the bidding agencies will be carried out on the basis of the experience that has been mentioned by the bidding agencies as per the requirements that are mentioned in the Schedule A. Four bidders with highest experience in running Food courts in Educational institutes will be ranked for the further considerations and stages in the evaluation process.

1.1.3 **STAGE - 3**

In this stage of Evaluation bidders have to submit the Rating of 2.5/5 in Google/Zomato/Swiggy, Standard menu of the brands/vendors, menu for IIT Tirupati that they are getting in (according to the preferences mentioned at the top of EOI as mentioned in schedule C). The Brand must have a minimum rating of 2.5/5 in Google/Zomato/Swiggy.

NOTE: -

- Then the vendor details provided by the qualified agency will be evaluated based on the price of the item, quality and hygiene standards of the vendors. If required IIT Tirupati will get feedback from online apps such as Google/Zomato/Swiggy, or physical visit to the existing location of the vendors listed by the agency.
- 70% of the weightage will be given to Technical evaluation

1.2 Financial Evaluation

In this stage cumulative average of discount in the submitted menu (at least 10 items per menu) of each restaurant will be calculated and the cumulative weighted average (weight = number of items in the menu) for the submitted menus will be calculated. Among the remaining bidders the one with maximum Cumulative weighted average discount in the submitted menus will be the selected and the Bidder will be eligible to start the food court at IIT Tirupati

In this stage the Rating and the standard menu will be compared with the menu of the respective brands and the HoME department may also visit the restaurant of the respective brand in all over India and from these the final bidder will be selected.

Schedule C: Details of Vendors for Restaurants and Stalls

The technical evaluation will be based on restaurants but the details of the vendors of the Stalls are also to be submitted by the bidder.

Details of the vendors for Restaurants.

S.No	Description of the brand	Rating according to Google	Rating according to Zomato	Rating according to Swiggy	Standard Menu	Menu for IIT Tirupati
1.	Name of the brand					
	Brand location					
	Contact details of the owner of the brand/vendor:					
2.	Name of the brand					
	Brand location					
	Contact details of the owner of the brand/vendor:					
3.	Name of the brand					
	Brand location					
	Contact details of the owner of the brand/vendor:					
4.	Name of the brand					
	Brand location					

S.No	Description of the brand	Rating according to Google	Rating according to Zomato	Rating according to Swiggy	Standard Menu	Menu for IIT Tirupati
1.	Name of the brand					
	Brand location					
	Contact details of the owner of the brand/vendor:					
	Contact details of the owner of the brand/vendor:					

Details of the vendors for Stalls.

S.No	Description of the brand	Rating according to Google	Rating according to Zomato	Rating according to Swiggy	Standard Menu	Menu for IIT Tirupati
1.	Name of the brand					
	Brand location					
	Contact details of the owner of the brand/vendor:					
2.	Name of the brand					
	Brand location					
	Contact details of the owner of the brand/vendor:					
3.	Name of the brand					

S.No	Description of the brand	Rating according to Google	Rating according to Zomato	Rating according to Swiggy	Standard Menu	Menu for IIT Tirupati
1.	Name of the brand					
	Brand location					
	Contact details of the owner of the brand/vendor:					
	Brand location					
	Contact details of the owner of the brand/vendor:					
4.	Name of the brand					
	Brand location					
	Contact details of the owner of the brand/vendor:					

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Signature of Bidder(s) Official Seal and address

Schedule D: Terms & Conditions

I. General

- 1. Applicants are expected to maintain high standards of services, therefore previous experience of running such Food Courts is desirable.
- 2. Agency should comply and take interest in demonstrating business continuity as per ISO 22000 along with an office setup including all accessories such as computers etc. within the mobilization period on award of the contract. All licenses from FSSAI are to be procured by the contractor.
- 3. The Agency has to maintain hygiene in & around the food court. IIT Tirupati HoME office/MAC may conduct surprise inspection through the professionals/agency. In case of any abnormality found, the action may be taken on the Agency for appropriate penalty and/ or termination of contract.
- 4. Rates quoted for food items will be fixed for the period of the contract. Prior approval of the HoME Office-IIT Tirupati, will be necessary for introduction or deletion of any new item on the Menu
- 5. Each item shall be of the approved quality. The Contractor shall also stock branded and / or proprietary food items and beverages for sale at the Canteens.
- 6. HoME Office-IIT Tirupati, officials shall have the right to inspect the quality of the food being served at the Food Courts on the basis of hygiene, taste, nutrition, contents and as per contract terms.
- 7. In case of emergencies or extreme climatic conditions, the Agency should stock the required provisions for catering & housekeeping services for a minimum of one-week time or more as prescribed.
- 8. The Agency shall provide sufficient quantity and high quality (best brand) utensils, crockery, cutlery and other consumables at his own cost. The quality and quantity of the cutleries, utensils, crockery, etc. will be inspected by HoME Office-IIT Tirupati.
- 9. The Agency shall ensure due legal compliance in respect of all relevant acts in vogue including but not limited to minimum Wages Act, PF Act, Gratuity Act, Bonus Act, Profession Tax Act and workmen compensation Act, ESI, child labour, inter-state migrant acts, any other act as and when applicable by central / state govt.
- 10. The Agency shall obtain necessary license/permission/registration that is statutorily required prior to the commencement of work for operating Canteens. The Agency shall submit the copy of the license / permission and registration certificate to HoME Office-IIT Tirupati.
- 11. Failure to comply with necessary License / permission / registration requirements shall be considered breach of Contract.
- 12. All cleaning materials that are required to maintain hygiene including but not limited to cleaning liquid, mops, brushes, detergent and cleaning agent, brooms to be procured by the Agency at their own expense.
- 13. The Agency shall keep the Canteen counters open as per the schedules specified by HoME Office-IIT Tirupati, from time to time. (As mentioned in schedule E)
- 14. Contractor shall procure and use groceries, vegetables, oil and other raw materials and consumables of reputed brands only, wherever applicable, at its own cost and expenses.
- 15. Sorted out fresh perishable items including vegetables shall be kept neatly arranged in crates. The Agency shall ensure that the food materials and consumables used shall be with necessary certification from FSSAI, AGMARK, FPO and ISI wherever applicable.
- 16. Use of any chemical enhancers, preservatives or artificial colours in any of the food preparation is strictly prohibited.
- 17. The Agency must ensure that the vendors must not use any food chemicals and colours which are not approved and certified by the government

- 18. The Agency shall not take out any material from the premises unless accompanied with proper delivery challan, duly signed by HoME Office-IIT Tirupati, officials.
- 19. In the event of any strike/ bandh or any such untoward incidents beyond the control of HoME Office-IIT Tirupati, the Agency shall not claim for any compensation from HoME Office-IIT Tirupati, for the unused food items and / or for loss of earning. In such a situation, the HoME Office-IIT Tirupati, shall not be held responsible for its inability to conduct normal operations.
- 20. The Agency must ensure that Vegetarian and Non-vegetarian food is cooked and served separately.
- 21. In the event of HoME Office-IIT Tirupati, officials rejecting the raw material procured by the Agency including meals, snacks, drinks etc. or what-so-ever is prepared in the Food Courts by the Agency, at any time, the Contractor will not supply the rejected prepared food, drinks, other eateries etc. For such acts, the Agency will be liable for penalty and/or other appropriate action including termination of work.
- 22. The Agency must be responsible for any kind of infrastructural damage in the food court space that has been provided by IIT Tirupati.
- 23. Leftover cooked vegetables, meals or wet snacks shall not be served in the next service.
- 24. The Agency must ensure that the vendors do not reuse the oil once it is used for cooking a dish.
- 25. In case of food poisoning, all expenses shall be borne by the Agency for medical treatment and related claims by the affected persons apart from other appropriate actions.
- 26. The Agency shall ensure to maintain space at his cost for proper rest to their staff during all operations. The Agency, in consultation with HoME Office-IIT Tirupati, officials shall provide decorations and other auxiliaries at their cost on festivals, special occasions and organized events etc.
- 27. The Institute will provide (i) Water for the basic activities (ii) Electricity, as per actuals at commercial tariff of APSPDCL Ltd. will be charged from the Agency (ii) Space will be provided for running food courts and a Monthly rent of Rs.2000/- + GST will be collected for each kitchen (iii) Tables and chairs will be provided by the Institute.
- 28. The Food Courts performance will be monitored on a regular basis. The monitoring committee will be the members of MMC (Mess Monitoring Committee) and student representatives along with the nominated members.
- 29. The rates stipulated at the time of awarding of the contract may be changed according to the mutual agreement after negotiations. The vendor shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.
- 30. On expiry/termination of the license, the Service Provider must vacate the licensed premises promptly. All fixtures, furniture, etc. which are properties of IIT Tirupati should be handed over to the Institute in good and tenable conditions. The cost of repair charges incurred on account of mishandling and/or wilful damage (except normal wear and tear) will be deducted from the caution deposit.
- 31. The vendor should not construct or make any structural/electrical alterations or install additional fittings inside the premises of the work place without prior approval from the Institute.
- 32. Employment of child labour, defined as per relevant laws is strictly prohibited. The contract will be terminated with immediate effect if those laws are violated. No employee must stay in the premises of IIT Tirupati after working hours unless permitted by the authorities.
- 33. The vendor shall be responsible for the proper conduct and behaviour of the employees engaged by them. Smoking, consumption/distribution of alcohol, use of pan and gutka, and drug/substance abuse by the employees is strictly prohibited.

- 34. All expenses related to the employees engaged for running the shop shall be borne by the Contractor/ Licensee. In case of any accident or mishap to any employee of the shop, the Institute and its functionaries shall not be held responsible/liable in any manner whatsoever.
- 35. The vendor shall carry out periodic cleaning of fixtures (including lights, fans, etc.). The maintenance of the tools and equipment provided by IIT Tirupati shall be taken care by the Service Provider and returned in the same condition as received.
- 36. The vendor shall be required to display the price list of all the items. The prices of the items served in the food court shall not be more than the agreed rates. The Service Provider shall display the approved rate list at a prominent location within the allotted premises.
- 37. No food colours or preservatives should be added to the food items. All cooked items (if not specified otherwise) should be freshly prepared in edible oil. The cooking oil should not be reused under any circumstances. Oil used for frying purposes should be replaced every 12 hours or if its colour turns dark due to maximum usage. Usage of Monosodium glutamate (ajinomoto) is strictly prohibited. All the canteen items (cakes, puff, samosa, rolls, Pastry, pizza, etc.) should be baked inside the shop premises. However, exceptions will be provided for branded items (FSSAI approved).
- 38. A "Suggestion Book" must be kept at the billing counter, visible to all the customers, so that the customers may record comments about any item. A copy of the complaint/suggestion should be given to the customer after obtaining signature from the shop in-charge. MMC, HoME Office, IIT Tirupati shall have the right to check the complaint book at any time.
- 39. The contract can be terminated by either side with a notice of one month without assigning any reason. MMC and HoME, IIT Tirupati reserves the right to review and modify the terms and conditions, periodically. Decisions of the Mess Management Committee and HoME Office, IIT Tirupati shall be final and binding in extending the licenses after the award of the contract.

II. Validity Period

The contract shall be valid initially for a period of one year as per the PO. The contract could also be renewed further for a term of one year each time on mutually agreed terms & conditions, depending upon satisfactory services of the Contractor.

III. Scope of the Agency

The Food Courts which hold the license for the operation of the facility, shall fulfil the following responsibilities regarding cleanliness and sanitation. Hygiene and sanitation standards should be strictly compliant with FSSAI regulations and/or prevalent norms. Compliance to the hygiene standards will be checked periodically. Noncompliance to hygiene standards will be sufficient reason to terminate the contract.

- Cleaning and washing of plates, cutleries and utensils.
- Cleaning and maintenance of kitchen equipment.
- Keeping the premises and surroundings neat, clean and hygienic.
- Local Labour laws are to be strictly followed while assigning duties to the staff.
- Security and maintenance of the items/area provided by IIT Tirupati

IV. INDICATIVE TIMINGS

The Agency shall provide services at the Food Court as per the timings indicated by HoME Office-IIT Tirupati, from time to time.

V. General Rules of Food Court and Kitchen:

- 1. The Agency shall ensure that food will be protected from contamination and kept at right temperatures as per the industry standard.
- 2. Food samples shall be kept for inspection by the Agency at all times. However, it can be picked up from the prepared food items as decided by the inspector designated by HoME Office-IIT Tirupati
- 3. The Agency should also submit monthly Safety checks for Operating Cooking Gas cylinders, carried out by their internal team to HoME Office-IIT Tirupati.
- 4. Unwillingness/delay in implementation of the directions / suggestions /instructions / orders given by the IIT Tirupati, will lead to a fine of Rs.1000/-

VI. GARBAGE DISPOSAL

The garbage shall be collected in bags during cleaning and shall be disposed of by the Agency. Necessary permissions must be taken from the appropriate authority for disposal of garbage outside is the responsibility of the Agency. No extra amount shall be paid extra by IIT Tirupati for this to the Agency. The bin shall be supplied by the Agency according to site and work requirements and on direction of concerned authorities.

VII. Documents to be submitted within the first month of service

- A. Training records of the staff
- B. Audit
- C. Supplier documents
- D. Labour license, Municipal Food License (FDA), PF and ESIC for their existing businesses.
- E. Wage Registers
- F. Food license issued by Food Safety and Standards Authority of India (FSSAI)
- G. Firm registration certificate
- H. Pan details
- I. GST
- J. Work Orders / documentary evidence
- K. Annual Turnover: Copies of duly signed audited profit and loss accounts / CA Certificate
- L. Satisfactory Performance Certificate or recommendation from large reputed educational institution viz. IITs, NITs, IISERs, Central Universities only
- M. ISO 9001-2008 certification or any other nationally or internationally acclaimed certification related to food safety and quality. The firm should have ISO-22000:2005 certification.
- N. Records of waste and oil disposal
- O. Grievance redressal/ Complaint register
- P. Day-to-day record of food waste
- Q. Police verification records of all the staff employed by the Agency
- R. Any other relevant records/documents.

All the above relevant documentation and records should be available and retained for the entire duration of the contract.

VIII. Quality Assurance

- **A.** Any member designated as secretaries or any authorized person can inspect the food court, kitchen or any process without any prior notice to the Agency.
- **B.** The Agency is expected to receive a mean rating of more than 2 (i.e., above average performance) in the OVERALL RECOMMENDATION category (i.e., SL NO. 5) every month. If the agency receives a mean rating of less than 2 in the OVERALL RECOMMENDATION category continuously for 03 months, then IIT Tirupati will have all the rights to terminate the agreement and the agency has to leave the campus.

	MODEL FEEDBACK FORM FOR EVALUATION								
SL NO	DESCRIPTION	VERY GOOD (4 POINTS)	GOOD (3 POINTS)	AVERAGE (2 POINTS)	POOR (1 POINTS)	VERY POOR (0 POINT)			
1	QUALITY OF FOOD								
2	QUANTITY OF FOOD								
3	CLEANLINESS, HYGIENE, AND WASTE DISPOSAL								
4	CATERING SERVICE AND PUNCTUALITY								
5	OVERALL RECOMMENDATION								

IX. PREFERABLE CRITERIA FOR HIRING OF FOOD COURTS SERVICES AT IIT TIRUPATI

- 1. The bidder should have minimum 01 (One) year of experience in providing Food Courts and catering services in any other IITs of repute requiring high standards of service or hotels with 3 Star or above rating. While reckoning the experience, concurrent experience on more than one contract during the same period will be accounted for only once. Three years' experience requirement refers to length of experience either continuously or cumulatively.
- 2. The Bidder must also ensure to get individual restaurant/stall vendors who are having a minimum experience of one-year in providing catering services in any education institutions and minimum one-year experience in providing catering services in any other IITs of repute requiring high standards of service or hotels with 3 Star or above rating.
- 3. The bidder should submit copies of respective contracts, along with documentary evidence in respect of satisfactory execution of each of those contracts, in the form of copies of any of the documents (indicating respective contract number and type of services), such as (i) Satisfactory completion / performance report (OR) (ii) proof of release of Performance Security after completion of the contract (OR) (iii) proof of settlement / release of final payment against the contract (OR) (iv) any other documentary evidence that can substantiate the satisfactory execution of each of the contracts cited above.
- 4. The bidder should meet the experience criteria detailed above.

- 5. The bidder is expected to have some app which can take orders from any corner of the campus and delivery options should also be available and the app must have a minimum of 50k downloads.
- 6. In absence of any past experience as under (i) and (ii) above, the contract may be awarded for a trial period of three months initially and only upon successful culmination of the period, shall be extended for the rest of the agreement period.

The EOI must be read along with Schedules from A to C, and the bidder must fill out each schedule and submit the EOI with all of the schedules duly filled out and signed, or the EOI will be rejected.

Note: - Apart from the above the terms and conditions mentioned on EOI Start page are also valid and effective when bidder signed below

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

Signature of Bidder(s) Official
Seal and address

Schedule – E

Scope of Work and Prevailing charges for items / services (subject to-revision) <u>IIT-Tirupati</u>

Scope of Work and the Working Hours:

Providing canteen services at the food court located at the first floor of New Mess Hall in IIT Tirupati Permanent Campus.

- 1. The Food Courts need to be open on all the days, including holidays and the Food Courts timings are 8AM 11PM with 2(or)3 Stalls running throughout the night (according to the decision of the Mess Affairs Council (MAC) members). Timings can be changed by discussing with the HoME office and MAC members. Food vending machines are to be operated even at night times as per the requirement of the student council.
- 2. Sitting area will be provided in front of the canteen. Approved list of items with prices should be displayed by the vendor in the appropriate places near the stalls.
- 3. The vendor should enable digital payment facilities. The vendor should take permission from the Hostel Management to introduce any new food item, which is not approved already. The vendor should be ready to invest on a few modifications and additional counters.

Area and Rent:

Around 7000 Sq. ft for each stall which includes Kitchen Area, Serving Area and Dining Area in the first floor of New Dining Hall in IIT Tirupati Permanent Campus.

Vendors can visit the location if required. Rent of Rs.2000/- + GST will be collected for each kitchen per month and Electricity charges are as per the meter readings to be paid by the vendor per month.

Caution Deposit:

A caution deposit (Refundable) of Rs. 50,000/- shall be paid to IIT Tirupati before commencing the operations to the below mentioned Account Number.

BENEFICIARY NAME : INDIAN INSTITUTE OF TECHNOLOGY TIRUPATI –

HOSTEL

BANK NAME : STATE BANK OF INDIA

BANK AC NO : 35525105667 IFSC CODE : SBIN0006677

BANK ADDRESS : YERPEDU, TIRUPATI DISTRICT

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

Signature of Bidder(s) Official Seal and address