

**NOTICE INVITING TENDER (NIT) FOR CATERING SERVICES IN THE HOSTEL MESS
AT THE TEMPORARY CAMPUS, IIT PALAKKAD**

Tender No. IITPKD/MESS/TEMP/006/2019-20

Date/Time of Publication: 14.05.2019

Date/Time of Closing: 03.06.2019 at 1500 hrs



IIT PALAKKAD

**Indian Institute of Technology
Palakkad Ahalia Integrated
Campus, Kozhipara,
Palakkad – 678 557.**

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1. INTRODUCTION

1.1. **Indian Institute of Technology Palakkad (herein after referred as IITPKD) invites Sealed Bids under Two-Bid System from reputed agencies who are experienced in providing Catering Services (Breakfast, Lunch, Evening Tea with Snacks and Dinner) for approximately 425 persons in the Hostel Mess at its Temporary Campus at Ahalia Integrated Campus, Kozhipara, Palakkad. The operations are likely to commence from 15-07-2019.**

1.2. The ideal profile of the agency that the Institute wants to engage for the Catering Services shall have following attributes:

1.2.1. Should have rich, varied and vast experience of having handled similar services for large academic campuses of repute or corporate houses.

1.2.2. Should have highly motivated, disciplined, trained and experienced workforce in catering service.

1.2.3. Should have experienced, educated and trained supervisors of good disposition, who can continuously interact and serve the occupants/guests to their satisfaction.

1.3. The Tender document may be downloaded from the institute's website <https://iitpkd.ac.in/tenders> or from <https://eprocure.gov.in/cppp/>. Last date for submission of the bids is **03.06.2019 at 1500 hrs**. The bids will be opened by the duly constituted Committee in the presence of the bidders or their authorized representatives, who wish to be present on the same day at **1515 hours**. The bidder's representative should carry authorization letter from their company empowering them to participate in the tender opening meetings. The Pre-Qualification bids will be opened and examined by a duly constituted Committee, which will decide the suitability of the bid as per the specifications and requirements of IITPKD. In respect of opening of financial bids, those bidders who are qualified in Pre-qualification stage only will be called. In case of any holiday or unforeseen closure of the institute on the scheduled day of opening of the bids, the bids will be opened on the next working day at the same time, but the deadline for submission remains the same as indicated above. Supply/Download of tender documents will close on the last working day at 1500 hours before the last date for submission of the tenders.

1.4. The bids shall reach **Registrar, IIT Palakkad, Ahalia Integrated Campus, Kozhipara, Palakkad-678557** by Post/Courier/in person latest by **03.06.2019 at 1500 hrs**. Bids received after the above mentioned date and time shall not be considered. Bids sent through Cable/Facsimile/Email/FAX/ any other mode shall not be considered. Conditional bids will be rejected outright. The tender box is kept in the office of the Academic Block, IIT Palakkad, Ahalia Integrated Campus, Kozhipara, Palakkad-678 557.

1.5. The responsibility of submission of the bids on or before the last date shall rest with the tenderer. The institute will hold no responsibility for the non-receipt of the bids or for the bids received after the date/time specified. Any bid received by IITPKD after the bid submission deadline prescribed by IITPKD, shall be rejected and returned unopened to the Bidder.

1.6. The timeline for the NIT is as mentioned below:

S. No.	Events	Date and Time
1	Downloading of the Tender Document	14.05.2019 at 1500 hrs
2	Last date for submission of sealed bids	03.06.2019 at 1500 hrs
3	Opening of Pre-Qualification Bids	03.06.2019 at 1515 hrs

1.7. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid is an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

1.8. Each bidder shall submit only one bid, either by himself or as a partner in a joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids (of both the individual and the partnership/consortium/joint venture) are liable to be rejected.

1.9. The bidder shall bear all costs associated with the preparation and submission of his bid and the IITPKD shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

1.10. The Tender Document is not transferable. The bidder shall make a copy of the Tender Document before submitting the same to the concerned office. No requests will be entertained for making a copy after the submission of the document.

1.11. IITPKD will respond to any request for clarification or modification of the Tender Document that are received up to FIVE (05) days prior to the deadline for submission of bids prescribed by IITPKD. For this purpose, the prospective bidder(s) requiring clarification in the Tender Document shall notify IITPKD in writing at the IIT Palakkad's address. Any such clarification, together with all details on which the clarification had been sought, will be published in the website.

1.12. Except for any such written clarification by the Institute, which is expressly stated to be an addendum to the bid document issued by the Registrar, IIT Palakkad, no written or oral communication, presentation or explanation by any other employee of any of the Sections/Departments of the Institute, shall be taken to bind or fetter the Institute.

1.13. Definitions

Unless repugnant to the subject or context of usage, the following expressions used herein shall carry the meaning hereunder respectively assigned to them, namely;

1.13.1. The expression "Owner" and/or "Institute" occurring in the Tender document shall mean Indian Institute of Technology Palakkad and shall include its successors and assigns.

1.13.2. The expression "Bidder" shall mean the Tenderer who submits the Tender for the work and shall include the successors and permitted assigns of the Tenderer.

1.13.3. The expression "Contractor" shall mean the Tenderer selected by the Institute for the performance of the subject work and shall include the successors and permitted assigns of the contractor.

1.13.4. "Nodal Officer" shall mean any Officer of the Institute authorized to act as the Nodal Officer for the work or any specified part thereof.

1.13.5. "Work" and "Scope of Work" shall mean the totality of the work/services and supplies of food and materials by expression or implication envisaged in the contract and equipment shall include all material, equipment and labour required for commencement, performance, provision or completion thereof.

1.13.6. "IIT Palakkad" or "Institute" shall mean Indian Institute of Technology Palakkad

1.13.7. "Contract" shall mean the contract for the work and shall include the Notice Inviting Tender, Tender document, the terms and conditions of tender, the Letter of Acceptance, accepted rates and all the documents mentioned in the tender document.

2. GENERAL TERMS AND CONDITIONS

2.1. In deciding upon the selection of Contractors for the work, great emphasis will be put on the ability and competence of Contractors to provide high quality services according to the time schedule and in close co-ordination with the Mess Committee.

2.2. The agency shall also be responsible for the insurance of its personnel deployed in the Catering Services. The Contractor shall take third party insurance to cover any accident or accidents of nature, for an amount as required for this type of work against damage/loss/injury to property or person or loss of life during the complete period of the Contract. In case the Contractor fails to take the insurance policy, the Institute would arrange for the same at the cost of the Contractor, alternatively, the institute may stop payments of bills to the Contractor till insurance is arranged by the Contractor or terminate the Contract at the risk and cost of the Contractor. The agency shall specifically ensure compliance of the Laws/Acts in vogue pertaining to their business and their re-enactments/amendments/modifications from time to time.

2.3. There should be no case pending with the police against the proprietor/partners/agency. No legal proceedings(s) and/or industrial dispute(s) claiming wages or any other payment from or employments

with the principal Employers have been initiated by any present employee or previous employee of the bidder or of any partner of the bidder. This will have to be supported by an appropriate declaration in the form of an affidavit which if found to be false could not only lead to criminal prosecution but could be attended by termination of the Contract and award of the work to another Contractor at the Contractor's risk and cost.

2.4. The Contractor, who is already engaged in providing Catering Services to IITPKD Students at the Transit Campus is not entitled to bid for this NIT, as IITPKD prefers a diversity of Contractors.

2.5. The blood/close relatives/dependents of the IIT employees, cousins staying with them in Institute quarters/outside are not eligible for allotment of any commercial establishments at IITPKD.

The Contractor shall use only the space earmarked for the Catering Services without any major alternations (i.e. painting/electrical wiring/casing/partition etc.) unless prior permission has been taken from the Institute.

2.6. The Contractor shall be responsible for any major or minor repairs and shall arrange for regular maintenance of all the equipment in the Hostel Mess. The Inspection of the Catering Services/Hostel Mess shall be conducted by a team of experts/officials appointed by the Registrar/Competent Authority of IITPKD on a routine basis. All damages/breakages etc. noticed by this team/official shall be set right by the Contractor within ten days of inspection, failing which IITPKD will carry out repairs/renovation works and debit the cost to the Contractor and in case of non-payment, same shall be adjusted from the security deposit.

2.7. The Contractor shall not use expired/substandard material.

2.8. The Contractor is responsible for maintaining cleanliness in the allotted area at all times. All wastes generated should be collected in separate bins (to be kept by Contractor). Waste disposal shall be managed by the Contractor. Housekeeping of the Mess shall be done by the Contractor at his own cost. Food wastes, unwashed food plates and other garbage shall be cleaned /cleared immediately.

2.9. The Contractor always shall keep the cook house/dining hall/washing area free from flies/cockroaches/mosquitoes/rats and other pests. Frequent pest control and scientific pest control measures shall be adopted by the Contractor. **Disinfestation should be done weekly or monthly as decided by the Mess Committee.**

2.10. The Contractor shall ensure the clearance of all the drains in and around the kitchen and dining hall on a routine basis and shall ensure the disposal of waste food articles and other garbage from the campus premises frequently and regularly at his own cost. The Institute will not pay any extra amount for the same.

2.11. The Contractor shall ensure sufficient number of uniformed waiters in the students dining hall (not less than SIX with ONE supervisor) during all major meal timings.

2.12. The Contractor shall arrange for any additional facilities, utilities, equipment and inputs required for the production and service of various items of food. The Contractor shall be responsible for ensuring proper utilization of all the facilities that includes furniture, utilities provided by IITPKD without any manner of abuse or excess use.

2.13. Food Hygiene Inspections will be done on random basis by a duly constituted Committee of IITPKD or any designated authority of the institute, who may check/inspect the quality/quantity, standards of food, preparation, service, health, hygiene etc. from time to time. They may take appropriate action as deemed fit which shall be binding on the Contractor and reject such preparations, which are not considered wholesome or hygienic without any compensation.

2.14. If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of the Institute or his authorized representative shall be final) the Contractor shall not use such material and shall keep the Institute indemnified from and against any claim of infection, poisoning or illness arising from any bad, stale or defective food or material provided by the Contractor.

- 2.15. The Contractors are encouraged to conduct their own independent survey, assessment, analysis and check the reliability, accuracy, feasibility and completeness before submission of their proposal.
- 2.16. Contractor should adhere to all the safety guidelines and norms in running the Mess.
- 2.17. IITPKD reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the Contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
- 2.18. The Contractor shall carry out only the specified/approved activities and shall not carry any unspecified/illegal activities in contravention with the lease conditions/prescribed laws. **If the Contractor indulges in carrying out any unapproved activities, IITPKD reserves the right to terminate the agreement without any written notice.**
- 2.19. Selling of alcohol, tobacco products is strictly banned/prohibited.
- 2.20. Notwithstanding anything stated in the Tender document, IITPKD reserves the right to assess the bidder's capability and capacity to perform the Contract (should the circumstances warrant such as assessment in the overall interest of IITPKD) and decision of IITPKD in this regard shall be final and binding.
- 2.21. Notwithstanding anything elsewhere provided herein, the Contractor may be penalized if he does not rectify any defect in the maintenance, upkeep, hygiene and cleanliness of the kitchen and/or equipment to a state satisfactory to the Institute within TEN days' notice in writing.
- 2.21.1. Feedback-cum-Complaint Register should be made available at all times in the mess area.
- 2.22. The Contractor shall be solely responsible to meet and comply with all legal requirements with respect to the food items prepared and sold by him to IITPKD, with respect to raw material and ingredients incorporated therein and shall be exclusively responsible for any infraction of the provisions of any applicable law regarding the preparation, storage and sale of food. The agency shall ensure compliance of various Laws/Acts passed by Central, States, Municipal and local governmental agency or authority. including but not limited to the following and their re-enactments/amendments/modifications:
- I) The Payment of Wages Act 1936
 - II) The Employees Provident Fund Act, 1952
 - III) The Factory Act, 1948
 - IV) The Contract Labour (R&A) Act, 1970
 - V) Workmen's Compensation Act
 - VI) The Payment of Bonus Act, 1965
 - VII) The Payment of Gratuity Act, 1972
 - VIII) The Employees State Insurance Act, 1948
 - IX) The Employment of Children Act, 1938
 - X) Minimum Wages Act, 1948
 - XI) Prevention of Food Adulteration Act
 - XII) The Essential Commodities Act
 - XIII) Migrant Labour Act
 - XIV) Weights and Measures Act
 - XV) Food Safety and Standards Authority of India (FSSAI) Act
- 2.23. The Contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the Contract or any item sold or supplied pursuant thereto or anything done, or services rendered pursuant thereto.
- 2.24. The Contractor shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/obligations, applicable to the staff deployed by them including safety regulations.
- 2.25. The Contractor shall be responsible and liable for all the claims of his employees.
- 2.26. Contractor. Any equipment purchased by the Contractor would remain his and can be taken away at the termination/expiration of the Contract. Equipment like freezer, fridge, cooler etc. shall be arranged by the Contractor. The Contractor is responsible for the maintenance of his belongings.

2.27. The Contractor shall obtain the license under the Contract Labour (R&A) Act from the Office of the Labour Commissioner (Central), Cochin and produce the same preferably along with the first monthly bill. The first bill will be cleared only on the submission of the said license. The Contractor would be required to maintain all books and registers like Employment Register, Wages Register and Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under Contract Labour Act (R&A), 1970 for inspection by visiting Labour Enforcement Officers. The Contractor shall be responsible for making the records pertaining to the Payment of Wages Act and for depositing the PF and ESI contributions, with the authorities concerned.

2.28. The Contractor shall obtain adequate insurance policy in respect of the employees engaged by it towards meeting the liability of compensation arising out of injury/disablement at work and submit a copy to Nodal Officer within 30 days.

2.29. The Contractor shall keep the Institute indemnified from and against all personal and third-party misconduct claims whatsoever arising out of any commission or omission by Contractor or his employees or representative, as the case may be.

2.30. The Contractor shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property. The Contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen Compensation Act, Sales Tax, Royalty, Excise duty, Octroi, Works Contract etc and shall keep the institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law/regulations or Bylaws. The Contractor shall not employ child labour. Payment to workers must be according to Minimum Wages Act.

2.31. Efficiency, promptness, quality of food, quality service, good behaviour and politeness of the Contractor and staff deployed are the essence of the Contract. The Contractor is required to supervise the operations at all working hours and his manager or supervisor shall personally supervise operations in the kitchen and dining area.

2.32. Work shall be carried out by the Contractor as per the conditions of the Contract.

2.33. The Contractor shall engage fully trained and adequately experienced staff and arrange to provide refresher/training course for them as and when required and as per the directions of the Institute.

2.34. All the catering staff should be medically fit. They should be free from any contagious diseases. The Contractor shall get his employees medically examined once in three months and submit fitness certificate to the Nodal Officer.

2.35. The Contractor shall submit the medical report and police verification of the newly joined employees within 10 days of their joining.

2.36. The Contractor shall provide appropriate uniform to all their staff engaged by them and deployed on IITPKD duty in sufficient quantity. The uniforms should be worn during working hours and should be cleaned at regular intervals.

2.37. The employees of the Contractor shall be provided gate passes, which will entitle them to enter the premises of the Institute. However, they will be subjected to checking at any or every time of their entry or exit by the Institute's Security Personnel and such checking may also include physical search.

2.38. Issue of gate passes shall be subject to the approval of the Nodal Officer and such approval shall be subject to the Contractor furnishing to the Nodal Officer, copy of the letter of appointment issued by the Contractor to each person with respect to whom the gate passes is sought, signed in acceptance by the persons to whom the letter of appointment is given. The gate pass may be withdrawn without assigning any reason.

2.39. The gate passes issued to the Contractor's personnel shall not ordinarily exceed the number which will be communicated to him by the Institute from time to time except to meet emergent, casual or temporary requirements.

2.40. The Contractor's personnel shall not indulge in entertaining their guests/outsideers in the IITPKD premises and shall not loiter in the IITPKD premises and shall not normally move out of their specified area of operation.

- 2.41. Polythene bags/plastic cups shall not be used in the IITPKD premises. Plastic containers/polythene pouches in which any milk products or eatables are generally sold should be disposed of as quickly as possible.
- 2.42. IITPKD may organize conferences, schools, workshops etc. from time to time. Catering for the guests arriving on such occasions may be entrusted with the Contractor. The Contractor will be given advance intimation in this regard by IITPKD. The Contractor may modify his activities accordingly, without affecting regular operation of mess. The Contractor shall arrange the same at the rates to be mutually agreed upon (provided the items are outside the rates of the items already included in the Tender).
- 2.42.1. On request from the Mess Committee the Contractor shall operate a night counter upto midnight on direct payment basis from the users. Prices of items made available in the night canteen shall be decided in consultation with the Mess Committee.
- 2.43. Electricity, Water and Other Facilities**
- 2.43.1. IITPKD shall provide the water, electricity and kitchen area. Electricity charges for consumption exceeding 250 units per month shall be borne by the contractor. Electricity should not be used for cooking purpose.
- 2.43.2. IIT Palakkad shall arrange cooking gas connection and deposit for cylinder. Refilling shall be done by the Contractor at his cost.
- 2.43.3. The Contractor shall bring their own cooking and serving utensils and arrange for washing of the same at their own cost. Any equipment required for the cooking and serving shall be procured by the Contractor.
- 2.43.4. Required no. of Plates, Glasses, Spoons and Cups will be provided by the Institute. Adequate number of healthy appliances, cooking and serving utensils, chef dishes, etc. shall be made available by the Contractor.
- 2.43.5. The Contractor shall keep the kitchen and surrounding area tidy and free from any damage. For any loss or damages to the premises, fittings, fixtures and equipment, recovery at market rates would be effected from the Contractor's bill or Security Deposit and the material/item shall be repaired or replaced at their own cost.
- 2.43.6. The Contractor shall hand over the allotted space along with infrastructure, if any, in original condition to IITPKD, on termination or expiry of the Contract.
- 2.43.7. The Contractor shall try his best to save energy by using latest technology in catering service areas.
- 2.44. The Contractor shall not assign, subcontract or sublet the whole or any part of the Contract in any manner. In case of any unavoidable circumstance, the Contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
- 2.45. The scope of work given is approximate only and may vary in actual course of execution. The Contractor is therefore, advised to quote very carefully. No claim for the compensation from the Contractor shall be entertained due to any variation in quantities (irrespective to the quantum of variation) of the various items of food or deletion of any item(s) of food. The rates shall be firm during the first year of the Contract.
- 2.46. In case the Institute desires to include any new items in the Contract for food the same will be negotiated with the Contractor.
- 2.47. Authorized Representatives of the bidders who are successful in the pre-qualification stage shall give a presentation on a scheduled date, in the presence of the duly constituted Committee. This presentation will carry weightage in the final selection of bidder.
- 2.48. In order to discourage deliberate under quoting to bag the Contract, such bids will be rejected if the daily rate quoted is below 90% and above 120% of the value arrived at by an independent Committee nominated by Competent Authority for the given menu. The estimated rate arrived by the duly constituted Committee shall be announced on the day of opening of the financial bids (before opening the financial bids), to the bidders who are qualifying the pre-qualification stage.**

2.49. All the terms and conditions of Contract shall be read in conjunction with all other documents forming part of this Contract. Notwithstanding the subdivisions of this document into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the Contract.

2.50. Payment of Bills

2.50.1. The Contractor shall collect the payment from the concerned offices/guests as advised from time to time by the Institute, in cashless mode.

2.50.2. In case of students compulsorily dining in the student mess, the institute will arrange to collect the mess deposit from the students in advance. The Contractor will submit the monthly bill to the Institute to claim the monthly catering charges of the students compulsorily dining in the mess.

2.50.3. The students who are not covered under the above scheme of compulsory dining and are willing to avail mess food will make monthly advance payment to the Contractor at least 7 days prior to commence of the month. The Contractor will issue coupons to these diners.

2.50.4. Monthly statement of mess charges will be prepared by the Contractor and circulated to students for verification. The Contractor is required to settle the mess account of students at the end of each term. The whole procedure of attendance and payment will be monitored by the Committee of the Students and Hostel Warden or Hostel Manager.

2.50.5. Mess charges are billed on actual expenses incurred on the food consumed. Special High-tea, dinner and lunch are charged extra. If a student goes out of station for more than TWO consecutive days, he/she is allowed a mess rebate (as applicable) provided the absence from the campus is officially permitted by the chairperson of the concerned program and the mess supervisor is informed about the absence well in advance by writing in mess rebate register kept in the Dining hall/mess office. To avail the mess rebate participant should ensure that they give at least 24 hours prior notice in writing to the mess supervisor. Exemption for mess charges is allowed only for full days. Exemption for part of a day is not entertained. No other refund is admissible on mess charges.

2.50.6. The Contractor shall pay the monthly charges, if any, through NEFT/RTGS in favour of Registrar, IIT Palakkad in the Institute's Account and submit the receipt of payment to the Nodal Officer latest by 5th of every Month.

2.51. IITPKD reserves the right to visit the sites managed by the bidders to evaluate its competence during any stage of the tendering process. The report submitted by the inspecting committee will be considered for finalizing the successful bidder.

2.52. The Contractor shall allow unhindered access to the Institute and/or any other party or person, engaged by the Institute to work at the same site and /or to check / regulate /watch /guard/ measure/ inspect, solely or jointly with the Contractor.

2.53. The Contractor shall submit to the institute the names, designation and specimen signatures of the persons authorized by him to draw materials, sign joint measurements, bills, receive payments, receive instructions / notices etc. on behalf of him.

3. AMENDMENTS IN THE TENDER DOCUMENT

3.1. At any time prior to the deadline for submission of bids, IITPKD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by way of amendment(s).

3.2. Amendments will be through the institute's website and the bidders shall ensure that the amendments are carried out in the bid before submission. Further, it will be assumed that the bidder has considered such amendments, while submitting the bid. Bidders should regularly visit the institute's website to keep themselves updated.

3.3. No extension in the bid due date/ time shall be considered because of delay in receipt of any document by mail.

4. COMPOSITION OF THE TENDER DOCUMENT

4.1. The Tender Document comprises of:

- 4.1.1. Instructions to the bidders including terms and conditions
- 4.1.2. Tender Form (Annexure-I)
- 4.1.3. Evaluation Pattern of the Pre-qualification Bid (Annexure-II)
- 4.1.4. Price Bid (Annexure-III)
- 4.1.5. Check List for Pre-qualification Bid (Annexure-IV)
- 4.1.6. Undertaking (Annexure-V)
- 4.1.7. Format of Bank Guarantee for Bid Security (EMD) (Annexure-VI)
- 4.1.8. Format of Bank Guarantee for Performance Security (Annexure-VII)
- 4.1.9. Sample Menu (Annexure-A)
- 4.1.10. Detailed list of items for Breakfast, Lunch, Evening Snacks and Dinner as well as the quantity of each item, List of compulsory extra items (which are chargeable) (Annexure-B)

4.2. The bidder is expected to examine all instructions, forms, terms and conditions in the Tender Document. In the event of discovery of any missing pages, the bidder shall inform the same to the Section/ Department concerned. Failure to furnish the information required by the Tender Document or submission of a tender not substantially responsive to the Tender Document in every respect will be at the bidder's risk and may result in rejection of the bid.

4.3. The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender Document.

5. LANGUAGE/FORMAT/SIGNING OF THE BID

5.1. The bid prepared by the Bidder and all correspondence and documents related to the tender exchanged by the Bidder and IITPKD shall be in English and the Contract shall be construed and interpreted in accordance with that language. If any of the brochures, leaflets or communication is prepared in any language other than English, a translation of such document, correspondence or communication shall also be provided at the cost and risk of the bidder. The translation so provided shall prevail in matters of interpretation. The bidder, with respect to such documents, correspondence and communications, shall bear the costs and risks of such translation.

5.2. The documents comprising the bid shall be typed or written in indelible ink and all the pages shall be signed by the bidder or a person or persons authorized by the bidder. All the pages of the bid shall be numbered and except for unamendable printed, shall be signed by the person or persons authorized.

5.3. The bid shall not contain any internalizations, erasures, overwriting, except to correct errors made by the bidder, in which case the person or persons signing the bid shall initial such corrections with date.

6. DOCUMENTS COMPRISING THE BID

6.1. The Pre-qualification and Price Bids shall be sealed in separate covers duly superscribed as **Notice Inviting Tender for Catering Services in the Hostel Mess at the Temporary Campus**. Both these sealed covers shall be put in a bigger cover, which should also be sealed and duly superscribed as **Notice Inviting Tender for Catering Services in the Hostel Mess at the Temporary Campus, Tender No. IITPKD/MESS/TEMP/006/2019-20**. If the bigger cover is not sealed and marked as required above, IITPKD will assume no responsibility for the bid's misplacement or premature opening.

6.2. The bidder shall deposit Bid Security (Earnest Money Deposit) for an amount of **Rs.1,50,000/- (Rupees One Lakh and Fifty Thousand Only)** in the form of an Account Payee DD/ Fixed Deposit Receipt/Bank Guarantee from a nationalised bank in an appropriate format, in favour of **INDIAN INSTITUTE OF TECHNOLOGY PALAKKAD PAYABLE AT PALAKKAD** along with the Bid. EMD shall be put in a separate sealed cover and duly superscribed (as was done for the pre-qualification/ price bids).

6.2.1. Bids not accompanied by the EMD shall be rejected/disqualified.

6.2.2. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest by the 30th day after the award of the Contract.

6.2.3. EMD of the successful bidder shall be returned on receipt of the prescribed Performance Security and after signing of the Contract agreement.

6.2.4. EMD shall be forfeited, if the bidder withdraws his bid during the period of validity of the tender.

6.2.5. EMD shall be forfeited, if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the Institute.

6.2.6. **No interest will be paid by IITPKD on the EMD or Performance Security.**

6.3. Documents establishing conformity of the terms and conditions of the Tender Document shall be provided along with the bid.

6.4. Information related to the agency/bidder such as photocopies of the Registration/PAN/GST/TIN shall be furnished.

7. ELIGIBILITY CRITERIA

Agencies/Bidders, who are bidding for this NIT shall,

7.1. Essentially have a minimum of **three years** of experience in institutional catering activities in educational institutions such as IIMs, IITs, IISERs, Central Universities, or other reputed Institutions. Necessary and valid supporting documents shall be provided by the bidder, without which the claim made shall not be considered by the institute.

7.2. Have a minimum **Cumulative Turnover of Rs.1 Crore during the financial years 2015-16, 2016-17 and 2017-18 in Catering Services.** The bidder shall enclose the audited statements of the indicated financial years, which should have been certified by a Chartered Accountant.

7.3. Provide the Memorandum of Understanding in case the bidder comprises of Partnership/Consortium/Joint Venture.

7.4. Should have carried out three similar works each costing not less than amount equal to 40% of the estimated cost (OR) Two similar completed works each costing not less than the amount equal to 50% of the estimated cost (OR) One similar completed work costing not less than the amount equal to 80% of the estimated cost.

7.5. Submit a power of attorney authorizing the signatories of the bid to commit each member of the Partnership/Consortium/Joint Venture.

7.6. Enclose a Solvency Certificate for an amount not less than Rs.10 Lakh.

7.7. Nominate/authorize one of the members of the Partnership/Consortium/Joint Venture to be in charge and this nomination/authorization shall be covered in the power of attorney signed by the legally authorized signatories of all the members of the Partnership/Consortium/Joint Venture.

7.8. Submit the complete details of the ownership and control. If the Bidder is a Partnership/Consortium/Joint Venture, complete details of ownership and control of each member thereof shall be provided.

7.9. Submit copies of all the documents required, duly self-attested, along with pre-qualification bid of the tender.

7.10. Possess statutory requirements such as Labour License, Municipal Food License (FDA), PF, ESIC, GST, Shop and Establishment Registration Certificate and PAN card (in Firm's Name) for their existing businesses. Necessary self-attested documents shall be attached as proof, without which the bids shall be rejected outright.

7.11. It is desirable to have a valid ISO or a similar certification.

7.12. Bid for all the items mentioned in the tender document. The tender document will not be considered valid in case of non-fulfilment of this criterion.

7.13. The firms should have valid license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business. The Contractor shall acquire the necessary FSSAI (Food Safety and Standards Authority of India) Certificate/License for the site operation in IITPKD within 45 days, upon the award of the Contract.

7.14. Confirm and declare that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this

Contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid and that the tender price will not include any such amount. If the Institute subsequently finds to the contrary, the Institute reserves the right to declare the bidder as non-compliant and declare any Contract if already awarded to the bidder to be null and void.

7.15. Furnish the copy of Tender Document and addenda, if any, thereto, marked “Original” with each page signed and stamped to acknowledge acceptance of the terms and conditions of the tender.

8. SCOPE OF WORK

8.1. The Institute offers residential programs to around 425 students on the Ahalia campus. The Contractor should provide Breakfast, Lunch and Evening Tea/Coffee with Snacks and Dinner. The table appended below gives some useful information for the prospective bidders. While the information given would be reasonably sufficient to assess the quantum and types of catering and related services required by the Institute, it is advisable for the intending bidders to visit the campus to acquaint themselves with the actual location of the Hostel, dining area and kitchen in the mess building before submitting the tenders under two bid system.

Timings of the Students Dining Hall (On all 7 days) for IITPKD

Particulars	Timings	Weekends
Breakfast	07:00 - 09:00	08.00 - 10.00
Lunch	12:00 - 14:15	12.30 - 14.30
Tea and Evening Snacks	16:30 - 18:00	16:30 - 18:00
Dinner	19.00 - 21.00	19:00 - 21:00

8.2. Food to be served in the Hostel Mess shall comprise of two parts, namely, IITPKD Menu and Extra Items which are chargeable (As per the list in Price Bid).

8.3. All meals will be taken by the students in the mess, except that Breakfast should be served additionally at Hostel-3 for the students of that hostel.

8.4. A sample of IITPKD Menu for the full week is in Annexure-A. A detailed list of items for Breakfast, Lunch, Evening Snacks and Dinner as well as the quantity of each item is in Annexure-B. A list of Additional Items (which are chargeable) is provided along with the Price Bid.

8.5. The Mess Committee shall modify the menu every month in consultation with the Contractor with a view to improve the palatability of the food.

8.6. Any food /beverage item indicated above mentioned menu can be replaced by an equivalent item after due approval of the Nodal Officer.

8.7. Special diets (for students who are sick) shall be organized on request.

8.8. In respect to packaged products (biscuits, soft drinks, chips, ice creams etc), the Contractor shall ensure the quality of the available brand is as suggested by the Mess Committee, availability of sufficient stock and they are sold on MRP or less.

8.9. Contractors should not use any artificial colour, preservatives and other harmful chemical additives (Say for example, mono-sodium glutamate) in any of the dishes or even store them in the mess premises.

9. CURRENCY OF BID AND PAYMENT

9.1. The Bidder shall submit the price bid/offer in Indian Rupees (INR) and payments under this Contract will be made in Indian Rupees only.

10. DURATION OF CONTRACT AND COST ESCALATION

10.1. The Contract shall be initially for a period of one year (from the date of commencement), which may be extended for a further period of two years based on the satisfactory performance/annual review, at the same terms and conditions of the Contract.

10.2. On expiry of Contract term, the bidder shall vacate the premises immediately. However, the existing operator may bid afresh, if not prohibited otherwise due to unsatisfactory performance.

10.3. There shall be a review of the performance at the end of each year along with a provision for annual price escalation of up to 5% per annum to absorb the increase in the input costs.

10.4. The Contract shall be in force for the period stipulated in the Contract and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further the Contractor will not have any right either Contractual or equitable to demand any fresh Contract for another term or to continue the same in preference to anyone else.

10.5. Notwithstanding anything contained in other clauses of the Tender document, the Contract shall automatically terminate if and to the extent that the continuation of the Contract or any part thereof become illegal or legally void/untenable for any cause.

10.6. Upon the termination of the Contract (except termination due to illegality) the Institute shall be entitled, at the risk and cost of the Contractor, to arrange for the meals for the balance period of the Contract as contemplated in the scope of the work through an independent agency or agencies and to adjust any differential amount thus incurred from the Contractor (in addition to any other amounts, compensation and damage that the Institute is entitled to in terms of the Contract or otherwise) from the security deposit or any other amounts due or becoming due to the Contractor.

11. PERIOD OF VALIDITY OF THE BIDS

11.1. The bids shall remain valid and open for acceptance for a period of 180 days from the last date of submission.

12. LATE AND DELAYED BIDS

12.1. Bids shall be received in the Institute at the address specified not later than the date and time stipulated in the Tender Document. The Institute may, at its discretion, extend the deadline for submission of bids, in which case all rights and obligations of the Institute and the Bidder will be the same.

12.2. Any bid received by the institute after the deadline for submission of bids, as stipulated above, shall not be considered and will be returned unopened to the bidder.

13. BID OPENING AND EVALUATION

13.1. Prior to the detailed evaluation, IITPKD will determine whether each bid is complete and is substantially responsive to the Tender Document. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions and specifications of the Tender Document without material deviations, exceptions, objections, conditionality or reservations.

13.2. If a bid is not substantially responsive, it shall be rejected by IITPKD and cannot subsequently be made responsive by the Bidder by correction of the non-conformity.

13.3. IITPKD determination of bid responsiveness will be based on the contents of the bid itself and any written clarifications submitted by the Bidder.

13.4. The pre-qualification criteria will be evaluated as per the methodology given in the **Annexure-II** of the Tender Document.

13.5. The Price bids of only those bidders, who have been successful in the pre-qualification parameters, will be considered/evaluated for the award of Work/Contract.

13.6. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the total price, *the unit or subtotal price shall prevail*, and the total price shall be corrected. If there is a discrepancy between words and figures, *the amount in words shall prevail*. If a Bidder does not accept the correction of errors, the bid will be rejected and its EMD may be forfeited.

13.7. IITPKD may waive off any minor nonconformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

14. CLARIFICATION IN THE BIDS

14.1. During the bid evaluation, IITPKD may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted.

15. MODIFICATION AND WITHDRAWAL OF BIDS

15.1. The Bidder may modify or withdraw the bid after submission, provided a written notice of the modification or withdrawal is received by IIT PKD prior to the deadline prescribed for bid submission.

15.2. The Bidder's modifications shall be prepared, sealed, marked and dispatched in an envelope duly marked **BID MODIFICATION**.

15.3. A Bidder wishing to withdraw the bid shall notify IITPKD in writing prior to the deadline prescribed for bid submission. The withdrawal notice shall be addressed to IITPKD at the specified address and bear the reference number and the title of the tender and the words **BID WITHDRAWAL NOTICE**. Bid withdrawal notices received after the bid submission deadline will be ignored and the bid submitted prior to that will be deemed to be a valid bid.

15.4. No bid can be modified after the deadline for submission of Bids.

15.5. No bid can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder's EMD.

16. IIT PALAKKAD'S RIGHT TO ACCEPT/REJECT ANY OR ALL BIDS

16.1. IITPKD, is not bound to accept the lowest or any bid and may at any time, by notice, terminate the entire tendering process, without assigning any reason.

16.2. IITPKD, may terminate the Contract, if it is found that the agency is black listed on previous occasions by the any of the Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.

16.3. IITPKD, may reject the bids in the event they are accepted, but the successful bidder fails to furnish the Performance Security or fails to execute the Contract Agreement.

16.4. IITPKD reserves the right to accept/reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without thereby incurring any liability to the Bidders.

16.5. IITPKD reserves the right to negotiate with the Bidder having the Lowest Quote. The bidders may be called for a discussion by the Committee. Based on the discussion, the Committee will decide to consider for the award of Contract. Date and time of discussion (only for the qualified / short listed parties based on the bid) shall be announced / communicated to the qualified / shortlisted parties only, through email.

17. AWARD OF CONTRACT

17.1. The institute will award the Contract to the successful bidder whose bid has been found to be responsive and who is eligible and qualified to perform the Contract satisfactorily as per the terms and conditions incorporated in the bidding document. The Contract will not be awarded on piece-meal and will be awarded only to a single bidder.

17.2. The Contractor shall commence the operations of the Catering Services at the Hostel Mess from the date specified in the Work Order.

17.3. The successful bidder will be required to execute a Contract Agreement within 30 days from the date of issue of Letter of Intent/Work Order, failing which the Letter of Intent/Work Order issued shall be treated as cancelled. The Contract Agreement shall be executed on the non-judicial stamp paper of Rs. 100/- (Rupees One hundred only). The cost of stamp paper shall be borne by the successful bidder.

17.4. Copy of Work Order duly signed and dated by the successful Bidder on each page shall constitute the Contract Agreement.

17.5. The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of Letter of Intent/Work Order for **Rs.10,00,000/- (Rupees Ten Lakh Only)** in the form of an

Account Payee DD/Fixed Deposit Receipt/Bank Guarantee from a nationalised bank in an appropriate format (**Annexure-VI**) in favour of **Indian Institute of Technology Palakkad payable at Palakkad**. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all Contractual obligations. In case the Contract period is extended further, the validity of Performance Security shall also be extended by the Contractor accordingly.

17.6. The Performance Security shall automatically become null and void once all the obligations of the agency under the Contract have been fulfilled, including, but not limited to, any obligations during the period of Contract and any extensions to the period. The Performance Security shall be returned to the agency under Contract not later than fifteen (15) days after its expiration.

17.7. Failure of the successful Bidder to comply with the above requirements shall constitute enough grounds for the annulment of the award and forfeiture of the EMD, in which event IITPKD may make the award to the next lowest evaluated bid submitted by a qualified Bidder or call for new bids.

17.8. The Contract can be terminated (during the period of Contract) with a notice of 30 days by either party. In case of any breach, IITPKD will cancel the Contract without any notice.

17.9. IITPKD reserves the right to amend the terms and conditions of the Contract by mutual discussions and shall be in writing. The amended terms and conditions shall form part of the agreement. All the terms and conditions of the tender document shall also be the part of the Contract Agreement.

18. PENALTIES

18.1. If there is any omission on the part of the Contractor in terms of palatability of food or hygiene or any case of negligence, appropriate punitive action shall be taken.

18.2. Any member of the designated Student Committee or Nodal Officer or any person authorized by the Institute can inspect the mess, kitchen or any process without any prior notice to Contractor.

18.3. The Contractor shall give vacant possession of the facilities/premises made available to the Contractor by IITPKD and return all furniture, fixture, equipment and other items made available by IITPKD in good condition after the Contractual period is over or if the Contract is earlier terminated. Handing over of the vacant possession of the premises and equipment, etc. shall be effected within FIVE days of the completion of the period of Contract or termination of the Contract. If the Contractor fails to do so, the Institute shall be free to take possession of the premises by opening the lock(s), if necessary and make out an inventory of all furniture material and equipment and shall be free to deduct from the Contractor's bill(s) or security deposit, any item found to be missing at the replacement cost of the material/equipment, furniture etc. given to the Contractor by the institute.

18.4. If the Contractor does not vacate the allotted space after the expiry of the Contract period or after one month of notice period of termination of Contract, the Contractor is liable to pay a daily penal rent of Rs.1,000/- in addition to the other charges as applicable.

18.5. Unavailability of Complaint Register in the mess hall/discouraging the complaint would lead to a fine of Rs.1000/- on the Contractor

18.6. Three or more complaints within a two week period of insects and/or foreign object cooked along with food or found in any food item would attract a fine of Rs.5,000/- on the Contractor.

18.7. If food for any meals gets over within timings of mess and waiting time is more than 15 minutes for lunch or dinner and 10 minutes for breakfast or tea & snacks, then a fine of Rs.5,000/- would be imposed on the Contractor. The timing for that meal will be extended equivalent to delay time.

18.8. Three or more complaints of unclean utensils within a two week period would lead to a fine of Rs.3,000/- on the Contractor.

18.9. If mess committee agrees that certain meal was not cooked properly then a fine of Rs.5000/- would be imposed on the Contractor.

18.10. Changes in menu of any meal without permission of mess committee would result in a fine of Rs.3000/- on the Contractor.

18.11. Vegetables used should be fresh and of good quality. If vegetables kept for use is found to be rotten or poor quality, then a fine of Rs.2000/- for each occasion will be imposed.

18.12. Oil once used should not be reused. If reuse of oil is found, penalty of Rs.2000/- will be imposed.

18.13. Kitchen and Dining halls should be kept clean. If it is not kept clean, a fine of Rs.2000/- for each occasion will be imposed

18.14. Items like Aji-no-moto, Baking soda, coloring items etc. are banned and they should not be used, if they are found in kitchen premises, penalty of Rs.4000/- for each occasion will be imposed.

18.15. Absence of Contractor or his representative empowered to take decision from Mess Committee meetings on due invitation will attract a fine of Rs.10000/- on Contractor.

18.16. Non-availability of Spoon and Plate sterilizers Rs.1000/- per occasion.

19. FORCE MAJEURE

19.1. If the Contractor is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure (civil disturbance, riots, strikes, tempest, acts of god etc), then it shall notify IITPKD in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fifteen (15) days after the occurrence of such event.

19.2. The Contractor, when affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its performance of the Contract and to fulfill its obligations under the Contract, but without prejudice to IIT Palakkad's right to terminate the Contract.

19.3. No delay or non-performance by the Supplier caused by the occurrence of any event of Force Majeure shall:

- (a) Constitute a default or breach of the Contract;
- (b) Give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance.

19.4. If the performance of the Contract is substantially prevented, hindered or delayed for a single period of more than THIRTY days or an aggregate period of more than sixty days because of one or more events of Force Majeure, IITPKD shall have the right to terminate the Contract by giving a notice to the Supplier.

20. DISPUTE RESOLUTION

20.1. Any dispute and or difference arising out of or relating to this Contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Registrar, IIT Palakkad.

20.2. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of Contract, neither party shall be entitled to suspend the work/service to which the dispute relates because of the arbitration and payment to the Contractor shall continue to be made in terms of the Contract. Arbitration proceedings will be held at Palakkad only.

20.3. It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, Hon'ble Courts of Justice at Palakkad alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Palakkad.

REGISTRAR

TENDER FORM**(Please use a separate sheet if needed)**

S. No.	Particulars	Details
1	Names, Address of Bidder and Telephone Numbers, Email Address	
2	Registration No. of the Firm/Agency and Years of Experience	
3	Name, Designation, Address and Telephone No. of Authorized Person of Firm/ Agency to deal with	
4	Please specify as to whether the Firm/Agency is on Proprietorship/ Partnership. Name and Address and Telephone No. of Directors/partners should be specified in case of Partnership Firm/Agency	
5	Permanent Account Number (PAN) in the name of the Firm (Attach a self-attested copy)	
6	Particulars of registration with FSSAI (Attach a self-attested copy)	
7	Details of ISO Certification, if any	
8	Brief description of work carried out by the firm in last five years with name of clients. Nature and value of work done for each. (Please attach extra sheet, if necessary).	
9	Is the firm registered with any Central Government/ State Govt./Semi Govt./Govt. undertakings/ Municipal Corp./Gumasta/Dept. of Labour/Dept. of Small-scale Industries? If so furnish details of registration.	
10	Details of existing manpower deployed in catering services	
11	Has the firm been black listed by any Organizations? If so, please attach the details	

Declaration by the Bidder

I/We hereby submit the NIT for providing Catering Services in the Hostel Mess at IIT Palakkad's Temporary Campus. We undertake to agree to all terms and conditions of the NIT. It is certified that our firm fulfils the eligibility criteria of the NIT. The undersigned is authorized to submit the Bid against the NIT (Tender No:IITPKD/MESS/TEMP/006/2019-20) on behalf of the firm/company. Supporting documents of all the above information are also attached.

Signature

Name:

Address:

Phone No.: (Both landline and mobile numbers to be provided)

Email Address:

Note: All the above details shall be evidenced by a valid/certified document.

EVALUATION PATTERN OF PRE-QUALIFICATION BID

All the pre-qualification bids of the firms/agencies, which have submitted all the relevant documents as sought in the Tender Document and meeting the eligibility criteria will be scrutinized/evaluated by the duly constituted Committee. Evaluation will be based on a composite score. The composite score will be calculated as described below:

80% of weightage shall be given to the pre-qualification bid and 20% to financial bid. The maximum and minimum marks for each aspect of the technical bid is as under:

Sl. No.	Parameter	Minimum Marks	Maximum Marks
A. Based on submission of Documents along with the bid			
1	Background of the Firm/Agency (Manpower, Quality Certifications, Testimonials, Performance Reports, etc)	8	15
2	Details of such major previous work during the last three years and experience in carrying out similar work for serving	9	15
3	Feedback from current/ previous users including performance certificates (the evaluation committee may seek independent feedback and document the same)	9	15
4	Present Financial Status of the Firm/Agency (Based on the supporting documents for Annual Turnover indicated in 7.2)	9	15
B. Presentation by shortlisted bidders clearing minimum cut-off marks in each of the items		13	20
Total Pre-qualification Score (PQS)		48	80

Note:

- Bidders clearing the minimum marks in each of the sub-categories in A in the above table will be shortlisted for presentation to the evaluation Committee.
- Bidder shall provide supporting details/documents for all the above parameters for scrutiny and evaluation.
- Bidder should have valid Registration Certificate/PAN/TIN/GST registration from the competent authority.
- The Contractor shall have valid license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business.
- Only the price bids of the Bidders qualified in the pre-qualification stage will be opened for evaluation.
- A minimum of 48 marks shall be obtained for qualifying for opening of the Price Bid.
- After the evaluation as per A and B in the above table, the price bids of only those bidders will be opened, who clear the minimum marks in each of the items mentioned above. The cost evaluation will be done under Combined Quality-cum-Cost Based Systems and the bidder who scores highest marks will be selected.
- The financial offers of only the shortlisted bidders (qualified in pre-qualification stage) will then be opened. The lowest bid shall be given a Financial Score (FS) of 20 points. The FS of other bidders will be determined using the formula: $FS=20 \times FP/F$, where FP is the lowest financial bid and F is the financial bid of the particular bidder. Scores obtained on financial offer will be added to scores obtained on technical offer to get a consolidated score (CS) according to the formula: $CS=TS+FS$. Bidder with the highest consolidated score (CS) will be selected.
- Further discussions/queries related to the awarded scores by the Committee will not be entertained.
- In case of a tie on the total marks (calculated as per the formula indicated in S.No.8 above), the Contract will be awarded to the Bidder, who gets the higher Financial Score (FS).**

PRICE BID (MAIN – PER DAY RATE)

Contractor should provide rates in the following pattern:

S. No.	Description	Amount (INR)
1	Breakfast	
2	Lunch	
3	Evening Tea and Snacks	
4	Dinner	
Sub Total		
GST		
Grand Total		

Signature with Seal and Date**Note:**

1. The quoted daily rate should be inclusive of capital and operational costs, as well as applicable taxes that is the above rates will be inclusive of fuel, cost of procurement of rice, wheat and all other provisions, vegetables, fruits, unloading and loading, transportation, storage, all statutory taxes including service tax, duties and levies etc per student. The Institute will not pay any other charges for the catering services provided.
2. Price Bid should mention only prices in the stipulated format without any condition. The prices shall be filled up both in figures and in words and the total amount shall be calculated and rounded off to the nearest rupee. No overwriting or use of correction fluid shall be accepted. Any corrections shall be legible and signed by the authorized signatory.
3. **The list of additional items, for which the charges will be paid by the students directly, is provided below, for which the prices shall be quoted and enclosed along with the Price Bid.**
4. The firm shall bid for all the items mentioned in the tender document. The bid will not be considered valid in case of non-fulfilment of this criterion.
5. The list of items to be served given above is only illustrative. The Contractor should be ready to serve additional items on request. The prices for those additional items shall be provided along with the above details.
6. The duly constituted Committee of IITPKD reserves the right to negotiate the prices with L-1.

List of Additional Items (On direct payment by the Students)

S. No.	Particulars	Rate (INR)
1	Chicken Gravy (100 gms chicken with 50 grams gravy)	
2	Chilly Chicken, Ginger Chicken etc. (150 grams)	
3	Egg Boiled (Single Piece)	
4	Egg Gravy (With one egg)	
5	Egg Omlette (Single)	
6	Egg Omlette (Double)	
7	Egg Burji (Double Egg)	
8	Paneer Gravy (50 grams Paneer)	
9	Chilly Paneer, Kadai Paneer etc.(50 grams Paneer)	
10	Chicken Fried Rice/Noodles	
11	Egg Fried Rice/Noodles	
12	Vegetable Fried Rice/Noodles	
13	Bread Omlette (2 slices with 2 eggs)	
14	Chicken Biryani	
15	Fish Fry (Different rates may be quoted for atleast three different varieties by mentioning the name of the variety along with the rate for that variety) (100 grams)	
16	Any other item (mention the name of the item and the rate)	

CHECK LIST FOR PRE-QUALIFICATION BID
(Please use a separate sheet if needed)

S. No.	Essential Documents
1	Bid Security (EMD) of Rs.1,50,000/- (Rupees One Lakh and Fifty Thousand Only) in the form of FDR/DD/Bank Guarantee issued by any scheduled nationalised bank in favour of Indian Institute of Technology Palakkad Payable at Palakkad.
2	Authorized person of the bidder, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also shall be provided.
3	Undertaking on a Stamp paper of Rs.100/- (Rupees One Hundred only) as per format prescribed in Annexure-V.
4	Self-attested copy of the PAN card (in firm's name) along with the copy of Income Tax Returns of the last Three Financial Years (2015-16 to 2017-18) certified by Chartered Accountant/Competent Authority.
5	Self-attested copy of GST Registration Certificate.
6	Self-attested copy of valid Registration Certificate of the bidder.
7	Manpower on roll. Complete details related to manpower that will be deployed (number, ranks, experience, reporting structure, qualification etc.) shall be provided.
8	Comprehensive Operational Plan designed and proposed by the bidder for IITPKD to render catering and its allied services.
9	Documents and description pertaining to extent and quality of experience in providing hospitality services, list of premier/large clients with details of size of Contracts in operation or completed, client satisfaction certificate, organizational process of inducting and training the manpower, hygiene enforcement process and methods.
10	Essentially have a minimum of three years of experience in institutional catering activities in educational institutions such as IIMs, IITs, IISERs, Central Universities, or other reputed Institutions. Necessary and valid supporting documents shall be provided by the bidder, without which the claim made shall not be considered by the institute.
11	Have a minimum Cumulative Turnover of Rs.1 Crore during the financial years 2015-16, 2016-17 and 2017-18 in Catering Services. The bidder shall enclose the audited statements of the indicated financial years, which should have been certified by a Chartered Accountant.
12	Information relevant for assessing on the ability/ expertise of the bidder for guiding/ advising in modernizing the infrastructure, kitchen design, latest equipment choices etc.
13	Clear indication of brands of various materials that will be used for food and beverages, cleaning, toiletries, etc.
14	Self-attested copy of ISO or any equivalent certificate.
15	Documents supporting the bidder having carried out three similar works each costing not less than amount equal to 40% of the estimated cost (OR) Two similar completed works each costing not less than the amount equal to 50% of the estimated cost (OR) One similar completed work costing not less than the amount equal to 80% of the estimated cost.
16	Supporting documents for the statutory requirements such as Labour License, Municipal Food License (FDA), PF, ESIC, GST , Shop and Establishment Registration Certificate. The firms should have valid license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business.
17	Solvency certificate for an amount not less than Rs.10 Lakh should be enclosed.
18	Any other documents relevant to the bid.

Note: All the above information should be organized in a logically structured form and submitted as a part of the bid with an index. Bidder is free to add any information that can help in assessing the quality.

UNDERTAKING
(To be provided on a Stamp Paper of Rs.100/-)

To

(Designation and Name of the concerned Institute)

Name of the bidder_

Name of the tender_____Due date: _____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We shall provide trained and experienced personnel for the Catering Services in the Hostel Mess.
5. I/We do hereby undertake that neat and clean environment of the Institute shall be ensured by our Agency, as well as any other point considered by our Agency. Our service shall be covered under "Fidelity Bond" through Insurance Agency for minimum sum of Rs._____Lakhs (Rupees in words). The Insurance charges for Fidelity Bond shall be paid by me/us. The due to theft, if any, shall be recoverable from me/us through fidelity bond.

Signature

(Name and Address of the Bidder)

Telephone/Mobile No.

FORMAT OF BANK GUARANTEE FOR BID SECURITY (EMD)**(To be stamped in accordance with Stamps Act of India)**

KNOW ALL MEN by these present that we _____(Name and address of Bank), having our registered office at _____(hereinafter called “the Bank”) are bound unto _____(Name of the Department) (hereinafter called “the Department”) in sum of Rs. _____for which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS _____(Name of Bidder) (hereinafter called “the Bidder”) has submitted his bid dated _____for Catering Services (hereinafter called “the Bid”).

WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs. _____ (Amount in figures and words) as Bid Security against the Bidder’s offer as aforesaid.

AND WHEREAS _____(Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained.

WE further agree as follows:

1. That the Department may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Employer and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till: (a) The Bidder, in case the bid is accepted by the Department, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India. (b) Forty five days after the date of validity or the extended date of validity of the Tender, as the case may be, whichever is later.
4. That the expression “the Bidder” and “the Bank” herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assignees.

THE CONDITIONS of this obligation are:

- (i) If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or
- (ii) If the Bidder refuses to accept the corrections of errors in his bid; or (iii) If the Bidder having been notified of the acceptance of his bid by the Employer during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or (b) fails or refuses to enter into a Contract within the time limit specified in para _____of the NIT.
- (iv) If the tender is terminated on the allegation of production of false/forged documents for obtaining the Contract. (v) If the Contract is terminated for the reason that the agency is blacklisted.

WE undertake to pay to the Institute upto the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand provided that in his demand the Employer will note that the amount claimed (i), (ii), (iii)(a), (iii)(b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature of Witness

Signature of Authorized Official of the Bank Name of Witness (Stamp/Seal of Bank)

Name of OfficialAddress of Witness

Designation

_____ ID No. _____

FORMAT OF BANK GUARANTEE FOR PERFORMANCE SECURITY**(To be stamped in accordance with Stamps Act of India)**

1. THIS DEED of Guarantee made this day of _____ between _____ (Name of the Bank) (hereinafter called the "Bank") of the one part and _____ (Name of the Institute) (hereinafter called the "Institute") of the other part.
2. WHEREAS _____ (Name of the Institute) has awarded the Contract for Catering Services in Hostel Mess for Rs. _____ (Rupees in figures and words) (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called the "Contractor").
3. AND WHEREAS THE Contractor is bound by the said Contract to submit to the Department a Performance Security for a total amount of Rs. _____ (Amount in figures and words).
4. NOW WE the Undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the Department the full amount of Rs. ___ (Amount in figures and words) as stated above.
5. After the Contractor has signed the aforementioned Contract with the Institute, the Bank is engaged to pay the Institute, any amount up to and inclusive of the aforementioned full amount upon written order from the Institute to indemnify the Institute for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Institute immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Institute any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. THIS GUARANTEE is valid for a period of _____ months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).
7. At any time during the period in which this Guarantee is still valid, if the Institute agrees to grant a time of extension to the Contractor or if the Contractor fails to complete the works within the time of completion as stated in the Contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Institute and at the cost of the Contractor.
8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Contractor.
9. The neglect or forbearance of the Institute in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Institute for the payment hereof shall in no way relieve the Bank of their liability under this deed. 1
10. The expressions "the Institute", "the Bank" and "the Contractor" hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____ day of _____ (Month) _____ (year) being herewith duly authorized.

For and on behalf of the Bank.

Signature of authorized Bank official

Name _____

Designation_____

I.D. No._____

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named _____
in the presence of:

Witness-1

Signature

Name

Address

Witness-2

Signature

Name

Address

SAMPLE MENU

Day	Breakfast	Lunch	Snacks	Dinner
Monday	Alternative UPPMA/POHA, jalebi, cocount chutney, sprouts, bread, butter, jam, milk, tea, coffee, n.v: boiled egg, veg: banana	mixed-veg curry, phulka, dal fry, rasam, w-rice, curd, fryums/pappad,juice,pickle, cucumber, carrot salad	Milk, tea, coffee, pani puri	w.rice, raasam, laccha paratha, chicken curry/panner masala, fryums/pappad, pickle, Salad (carrot, onion).
Tuesday	Idly, vada, sambar, cocount chutney, sprouts, bread, butter, jam, milk, tea, coffee, n.v: omlettee, veg: Papaya	w.rice, phulka, Dal (cherupayar parippu), Aloo Chana, buttermilk, fryums/pappad, juice, pickle, carrot, onion salad	Milk, tea, coffee, Kachouri/Momos, t.sauce	w.rice, chappathi, dhal, tomato rice, cabbage thoran, seasonal fruit(watermelon), fryums/appalam, pickle, Salad(onion, cucumber).
Wednesday	Onion uthapam, sambar, cocount chutney, sprouts, bread, butter, jam, milk, tea, coffee, n.v: boiled egg, veg: Watermelon.	w.rice, veg pulav, phulka, rajma dal, more curry, French Beans thoran, curd, juice, fryums/pappad, pickle, onion, cucumber salad	Milk, tea, coffee, maggi/pasta, t.sauce	w.rice, fried rice, Dal Palak, channa masala, fryums/pappad, pickle, Laddu, Salad (cucumber, carrot).
Thursday	Mix Veg Paratha, Curd, Bhurji, sprouts, bread, butter, jam milk, tea, coffee, n.v: omlettee, veg: Oranges.	w. rice, phulka, dhal makhani, sambar, baingan ka bharta, butter milk, juice, fryums/pappad, pickle, cucumber, carrot salad.	Milk, tea, coffee, Sandwich	Jeera rice, phulka, Dal, aaloo Beans, Egg curry/malai kofta, fryums, pickle, Salad (carrot, onion).
Friday	Poori, aloo masala, sprouts, bread, butter, peanut butter, jam milk, tea, coffee, n.v: omlettee , veg: Guava.	w.rice, phulka, tamrind rice, Rasam, fried aloo, moong-daal, curd, juice, fryums/pappad, pickle, carrot, onion salad.	Milk, tea, coffee, aloo samosa, t.samosa	Biryani, chola bhatura, chicken curry/chilli paneer, fryums/pappad, pickle, Kesari(pinepple), Salad (onion, cucumber).
Saturday	Dosa, sambar, tomato chutney, sprouts, bread, butter, jam, milk, tea, coffee, n.v: boiled egg/omlettee, veg: Suggar apple.	w.rice, phulka, Kadi, chana masala, masoor dal, buttermilk, juice, fryums/pappad, pickle, onion, cucumber salad	Milk, tea, coffee, Bread, pakoda, t.sauce	w.rice, pulka, gobhi fry, rasam, pudalai kootu, moong dal, fryums/appalam, pickle, Fruit Custard, Salad (cucumber, carrot).
Sunday	Aloo paratha, ketchup, curd, sprouts, bread, butter, jam milk, tea, coffee, n.v: boiled egg, veg: Muskmelon.	Poori, aloo masala, Veg briyani, raitha, n.veg: dry chicken/veg: Paneer masala, fryums/pappad, soda, pickle, cucumber, carrot salad.	Milk, tea, coffee, Bhelpuri, cold coffee	w.rice, phulka, Dum aloo, dal fry, curd rice, fryums/appalam, pickle, gulab jamun (or) icecream, Salad (carrot, onion).

Note:

1. Feast once in every month with special vegetarian items not covered in the above menu, at no extra cost.
2. When chicken and paneer dishes are served, each student will take only one of the two.

LIST OF COMPULSORY EXTRA ITEMS (CHARGEABLE)**1. List of Items for Breakfast and Quantity**

Daily: One of the following items without repetition: Poha with jalebi; Idli-vada with sambar and coconut chutney; Khaman-dhokla with coriander chutney; Samosa/kachori with curd and jalebi; Masala dosa with coconut chutney and onion chutney; Aloo Paratha or Mixed Veg Paratha (on weekends with ketchup and curd). Quantities and frequencies of other items are listed below:

Item	Frequency	Quantity	Comments
Milk (untoned)	Daily	200 ml	
Toasted bread with jam	Daily	unlimited	
Butter / Peanut butter	Daily	20 gms	Peanut butter only once in a week
Tea and Coffee	Daily	unlimited	
Egg	Daily	1 egg	Omlet/Boiled egg/Bhurji
Fruits (for those who do not eat egg)	Daily	1 or 2, as per the quantity	banana for three days and seasonal fruits on other days
Sprouts	Daily	unlimited	
<i>Extra item on rotation :</i> Cornflakes / Oats / Bournvita / Chocos / Complian	Daily	Small Packet	

2. List of Items for Lunch and Quantity

Item	Frequency	Quantity	Comments
Phulka roti (with or without ghee)	Daily	unlimited	Ghee is limited to 1 tea spoon.
Plain Rice (thin)	Daily	unlimited	Good quality Ponni /Sona Masoori
Jeera rice	Once in a week	unlimited	
Biriyani	Once in a week	unlimited	
Pulav	Once in a week	unlimited	
Mattar Pulav	Once in a week	unlimited	
Dry sabji	Daily	unlimited	One item from the list of dry sabji items mentioned below, without repetition
Dal	Daily	unlimited	One item from the list of dal items mentioned below, without repetition
Vegetable curry	Daily	unlimited	One item from the list of vegetable curries mentioned below, without repetition

Curd/lassi/butter milk	Daily	100 ml	
Papad /fryums, Dry chilli	Daily	Papad -2 pieces	
Drinks	Daily	200 ml	One item from the list of drinks mentioned below, without repetition
Fish fry (Rohu/Katla/Kera/ Mackerel/ Sardine)	Sunday	150 gms	
Aloo puri	Sunday	unlimited	

Dry sabji items: fried aloo, Aloo tomato, Aloo gobi mattar, Mixed veg., Bottle gourd, Ladies finger, Chana masala, Spinach, Carrot.

Dal Items: Dal fry, Dal tadka, Urad dal, Moong dal, Tuvar dal, Masoor dal, Dal makhani.

Vegetable Curries: Sambar, Rasam, Moru curry, Rajma, Drumstick, Kadi, Chana aloo gravy, Mattar aloo gravy, Soya chunks, Alchanta beans.

Drinks: Rasna, Tang, Soda, Lassi, Roohafza, Khus sharabat, Fresh juice like Lemon juice, Jalzeera.

3. List of Items for Snacks and Quantity

Item	Quantity	Comments
Maggi/pasta	250 gms	Weight is after cooking
Vegetable Sandwhich	2	
Bread pakoda	2	
Aloo samosa	1	
Vada with chutney	2	
Paani poori	1 plate	
Bhel poori	1 plate	
Cold Coffee with Bun-cutlet	200 ml, 1 bun, 1 cutlet	Compulsorily once a week

4. List of Items Dinner and Quantity

Item	Frequency	Quantity	Comments
Phulka roti (with or without ghee) / Missi roti / Laccha paratha	Daily	unlimited	Ghee is limited to 1 tea spoon.
Dal	Daily	unlimited	One item (different from lunch) from the list of dal items mentioned earlier, without repetition.
Plain Rice (thin)	Daily	unlimited	Good quality Ponni /Sona Masoori
Veg Biryani with Chicken dish OR Veg Substitute: Chole bhature / pav bhaji (with butter) / Malai kofta	Special day (Once in a week)	150g chicken OR 200 g paneer dish	curd should be provided with Biryani

Jeera rice /Lemon rice/ Tamarind rice / Tomato rice	Five days	unlimited	One item on rotation
Veg Fried Rice + Tomato Soup + Veg Manchurian + Ketchup	1 day	Rice unlimited, Soup 200 ml.	
Chicken dish	1 day <i>(and as extra on one more day)</i>	150 g chicken	One item from the list of chicken items without repetition.
Egg Curry	1 day	1 egg	
Veg substitute for Chicken/Egg: Paneer dish	2 days <i>(and as extra on one more day)</i>	200g	One item from the list of paneer items without repetition.
Paneer dish	1 day	200g	For everyone, on a day without non- veg.
Papad /fryums	Daily	Papad -2 pieces	
Vegetable Salad	Daily	unlimited	With onion, cucumber, carrot, tomato, beet root, cabbage
Dry sweets	2 weekdays <i>(and as extra on other weekdays)</i>	1 peice	One item from the list of sweets without repetition.
Ice cream /Shrikhand	1 weekend day	1 cup	
Rasgulla / Gulab jamun	1 weekend day	2 pieces	
Seasonal Fruits	1 day	1 or 2 as per item	

Paneer Items: chilli, butter, kadai, palak, garlic

Chicken Items: chicken 65, butter chicken, kadai chicken, garlic chicken, malai chicken, tandoori chicken, chicken roast, chicken fry.

Sweets: Jalebi, Rabadi, Laddu, Bengali sweets, Halwa, Kesari, Payasum(kheer), Pastree, Soan halwa.

Brands to be Used

Salt - Annpurna, Tata

Ketchup - Maggi, Kissan, Heinz, Fruitoman

Oil - Sundrop, Safola, Fortune, Dhara Pickles- Eastern, Nilons, Tops, Priya

Spices - Eastern, MDH, Everest, Catch, Badshah Atta- Ashirward, Pilsburry, Annapurna

Noodles - Maggi, Top Ramen

Flavoured drinks - Tang, Rasna, Roohafza, Kissan squash, Khus sharbat, jalzeera Cheese/Butter- Amul, Mother dairy, Britannia

Bread - Modern, Elite

Jam - Kissan, Maggi, Druk, Fruitoman

Ghee - Amul, Mother dairy, Paras, Everyday Shrikhand- Amul, Sanchi, Mother dairy Milk- Amul, Milma, Cavin's, Sanchi

Tea - Brookebond, Lipton, Tata, Tajmahal, Kannan Devan

Coffee - Bru, Nescafe

Ice Cream - Amul, Motherdairy, Skies Soya chunks- Neutrala

Biriyani Rice - Basmati, Indigate, Kohinoor Rice- Ponni, Sona Masoori

Custard Powder - Brown & Polson