

**Indian Institute of Technology Kanpur**

**Office of Dean of Students' Affairs**

**Prequalification Document**

**For**

**Empanelment of agencies for providing operational services in messes**

**in various halls of residence of the Institute on fixed cost basis**

**Background:**

Indian Institute of Technology (IIT) Kanpur is a premier educational institution for technical education and research. It has at present about 4100 students and research scholars staying in 10 hostels. A mess to provide meals to the residents is attached to each of these hostels. Each hostel has a “**Mess Committee**” of the residents and hostel administration, which is authorized to regulate the mess related activities on a day to day basis. The hostel's administration includes a “**Warden in-charge**” nominated and authorized by the Institute to act on its behalf, for operation of the mess contract and supervision of work. Generally the strength of the residents in each of the hostels remains around 450 students during the academic year. However,

during the vacations the strength of the students may reduce substantially.

In what follows party refers to the Institute or the service provider based on context.

IIT Kanpur invites applications for pre-qualification from agencies/companies/cooperatives having relevant experience in providing operational services for running the hostel messes in the institute **on fixed cost basis**.

**Scope:**

The ‘service provider’ is expected to provide the following services:

- a) Cooking and serving meals (breakfast, lunch and dinner). It may be noted that the evening tea may also be served in some of the halls of residence.
- b) Facilitate procurement of raw material for and on behalf of the institute
- c) Managing and control of stocks and inventories
- d) Coupon sales. Residents may use these coupons to get ‘extra’ items not included in the basic menu of the mess;
- e) Cleaning of utensils, kitchen and serving items;
- f) Cleaning of cooking, dining and auxiliary areas;
- g) Security of the equipment, utensils and other items in the mess

- h) Maintenance of the equipment in the kitchen and dining areas;
- i) Maintenance of books, ledgers, other records and documents related to running of the mess;
- j) Deployment and supervision of required man power for the above mentioned tasks.

As can be noted from the above, operational services shall **NOT include** preparation of menu and any policy matter related to running the mess. All such decisions will be the direct responsibility of the relevant executives of the Institute.

### **General Conditions**

1. The service provider shall provide 3 (three) meals per day, that is, breakfast, lunch and dinner. Each meal will be served over a period of 2 to 2½ hours. The mess committee will decide the timings for each meal on different days. The mess committee may revise the timings over the year as per academic and other activities. The mess committees will inform the service provider about the changes in the timings well in advance. Some hostels may also require the service provider to serve evening tea with snacks, and details such as the menu and timings will be communicated by the Mess committee of the hostel.

2. The mess committee shall provide menu to the service provider, which shall usually be fixed for a period of one month, though the mess committee reserves the right to change the menu more frequently. Any change in the menu shall be communicated in writing, adequately in advance, to the service provider by the Mess Committee. A representative Basic Mess Menu, is given in the Annexure – I for ready reference...
3. In addition to the menu given by the mess committee, the service provider shall be required to provide extra messing facilities with items not covered under the Menu. A list of the items to be provided on extra basis shall be made available to the service provider by the mess committee.
4. The service provider shall provide services to facilitate procurement of raw materials including cooking fuel and food articles, as may be required for a menu, for and on behalf of the hostel. It is expected that the total cost involved on a per student per day will be within 10% of the basic daily mess rate (henceforth BDMR) for messes directly run by the Institute. Payment towards the cost of such material shall be made by the hostel to the vendors or shopkeepers directly against such bills submitted by them.

5. The service provider shall procure wholesome food articles of good quality in consultation with and to the satisfaction of the mess committee.
6. For sick students, the service provider shall arrange to serve “sick diet” in the rooms. For students admitted to the Institute Health Center, the sick diet must be delivered in the Health Center. The sick diet shall be defined and provided by the mess committee to the services provider.
7. The service provider shall procure only good quality fresh vegetables from the market. He shall not be allowed to store the vegetables for more than 1 (one) day in summer months and 3 (three) days in winter months at a stretch. However, the service provider shall ensure that a sufficient stock of other raw material is stocked in the store for consumption for a minimum period of 15 (fifteen) days. The mess committee shall have the right to check the quality of food articles and vegetables from time to time.
8. The mess committee shall be authorized to impose an appropriate fine on the service provider in case of sub-standard quality of food items, malpractice, lack of

hygiene or violation of any of the conditions of the contract.

9. The mess premises comprising, cooking and dining facilities, furniture, food/raw material containers, appliances, utensils, electricity and water shall be provided by the Institute free of cost. However, cleaning/washing materials/tools and man power to properly maintain this infrastructure shall be arranged by the service provider at his/their own cost
10. The required utensils, furniture and appliances shall be provided by the hostel administration. The service provider is expected to use them and maintain these in good condition.
11. The service provider shall not be allowed to use electricity as a cooking fuel. However, he shall be permitted to use toasters, refrigerators, geysers, water coolers, mixer/grinder, oven and other equipments for cutting/grilling vegetables, etc. Any other electrical cooking appliance may also be used by the service provider after obtaining prior permission of the Warden in-charge in writing.
12. The mess shall normally function throughout the academic year. However, some of the messes may be closed during the vacation at the discretion of the Institute. During the academic session the messes will not be allowed to be closed on any day, including Sundays and other holidays, for any reasons whatsoever.
13. The service provider shall ensure that sufficient manpower, on his pay roll, is

deployed for preparation and service of each meal including cleaning, washing and overall upkeep of mess assets and premises. A representative distribution of the manpower required for a hostel of about 450 residents is outlined below:

<b>Sl No.</b>	<b>Type</b>	<b>Required No.</b>
1	Manager	1
2	Coupon Clerk Accountant	1
3	Store keeper	1
4	Cook	3
5	Semi Skilled workers	12
6	Unskilled workers	22
	<b>Total man power required</b>	<b>40</b>

Specific details will be mentioned in the contract document at a later stage and

may vary from hostel to hostel based on conditions in the hostel.

14. The attendance of the mess workers shall be checked from time to time and in case of deficiency in deployment of man power, appropriate penalty may be imposed by the mess committee.
15. The service provider shall not pay less than what is provided under the law to workers engaged by him for the work. The service provider shall be required to comply with all statutory norms including the provisions of Minimum Wages. The mess workers shall not work for more than one shift staggered over 12 hours. However, the total hours of work in a day shall not exceed 08 hours.
16. The service provider shall be liable to comply with all Labour Laws including Employee's State Insurance Act and Employees' Provident Fund and Miscellaneous Provisions Act.
17. The service provider shall ensure that all employees engaged by him are free from communicable/infectious disease. Medical Officers specified by the Warden-in-charge shall conduct medical examination every 6 (six) months or as decided by the Institute. The cost of the medical examination, shall be borne by the service provider.

## **Eligibility for Empanelment:**

1. The applicant should be in catering business for a minimum period of five years as on 31-08-2009.
2. Experience of having successfully run the catering services during the last 05 years ending 31-08-2009, as per following details :-

- 3 (Three) similar completed works (preferably one of them should be in Central Government / Central Autonomous Bodies/Central Public Sector Undertakings) each having not less than 200 persons on its dining strength.

OR

- 2 (Two) similar completed works (preferably one of them should be in Central Government / Central Autonomous Bodies/Central Public Sector Undertakings) each having not less than 300 persons on its dining strength.

OR

- 1 (One) similar completed work (preferably in Central Government/ Central Autonomous Bodies/Central Public Sector Undertakings) of having not less than 400 persons on its dining strength.

Note: Similar nature of work means the running of large messes of Institutions /organizations / companies / Guest Houses.

3. The applicant's average annual financial turn-over (gross) in catering services during the last 3 (three) years, duly audited by Chartered Accountants, should not be less than 100% of the cost of the work (Approximately Rs. 80 lakh). Year in which no turnover is shown would also be considered for working out the average.
4. Should not have incurred any loss in more than two years during the last five years ending 31-03-09.
5. Should have a solvency of 40% of the cost of the work.
6. The applicant should have on his pay roll sufficient number of trained employees for the proper execution of the contract. The applicant should submit a list of these employees stating clearly how these would be involved in this work.
7. The applicant's performance for each work completed in the last 5 years and in hand should be certified by a responsible person.
8. The applicant should have clean record of payment to workers without malpractices. The applicant shall provide evidence (in the form of a certificate/letter from relevant authority in the places of earlier work) of being in good standing with respect to payment of wages and other benefits to workers in previous contracts (in the last two years)

## **Procedure for Empanelment**

1. The agencies willing to be shortlisted as a service provider are requested to submit their written application in the enclosed proforma with all the attachments and relevant documents as to reach the office of Dean of Students' Affairs office, IIT Kanpur, Kanpur 208016 on or before 16:00hours on 22/09/2009. Applications reaching after the above deadline or not in the proper format shall be rejected.
2. After an initial scrutiny of the submitted applications, the agencies may be required to make a presentation before a Committee constituted for the purpose.
3. The selected agencies shall be empanelled for a period of 2 (Two) years. This period may be extended at the end of the empanelment period at the discretion of the institute.
4. The institute reserves the right to reject all applications without assigning any reason whatsoever.

## **Award & Termination of Contract**

1. Each hostel shall form a committee to select one of the empanelled agencies for awarding of the contract for providing the operational services to their residents.

Based on the recommendation of this committee, a final decision shall be made by the Institute. However, a service provider shall normally be awarded a contract for not more than 2 (two) hostels.

2. The contract shall be normally for a total period of 1 (One) year and extendable at the discretion of the mess committee.
3. The contract may be terminated without giving any reason by either party by giving one month's notice to the other party.

## **Rate of Payment**

1. Payment to the service provider will be as per the items below and will be made monthly:
  - a. A service charge, inclusive of all expenses that may be incurred by the service provider, varying from Rs.16 to Rs.20 per day per regular member of the mess. The actual amount may vary depending on the hostel and its local conditions and shall be mentioned as part of the contract between the hostel and the service provider. The service charge may be revised during the period of the contract if there is a significant change in the schedule of daily wage rates.
  - b. Any service tax that is payable as per the rules in force at the time.
  - c. EPF, ESI (and any other mandated benefits as per law) at scheduled rates based on proof of payment. The proof of payment should include the names of individuals as per the attendance register for whom the EPF, ESI has been paid.
2. The service providers shall submit bills for the service charges for each month to the Institute through the mess committee for payment.
3. The rates so fixed are inclusive of all taxes (other than Service Tax), duties, and levies etc, imposed by the State/Central Government and Local Bodies as on the

date of award of the work. However, if any new tax, duty or levy is imposed or enhanced by the Government/Local Bodies subsequent to the award of work, the same shall be reimbursed along with service tax on production of proof of payment.

4. The service provider shall be reimbursed his part of the contribution of EPF and ESI by the Institute, on production of proof of payment as per 1(c) above.
5. The service provider shall be required to provide meals to his workmen who are willing to take their meals in the mess. However, the service provider shall not be allowed to deduct more than one fifth ( $1/5^{\text{th}}$ ) of the cost of food (that is BDMR) per student per day, from the wages payable to the workmen. The food cost (that is BDMR) shall be communicated to the service provider and shall be according to the calculation worked out by the mess committee.
6. The service provider shall be accountable for on-the-spot sale of coupons and its accounting. Ten percent of the sale from the coupons, which shall be at a rate which is 30% more than the cost per student per day - that is food cost (BDMR) + services cost - (suitably rounded), shall be credited to the service provider. Under no circumstances will the service provider sell or provide any food or ingredients to any person or group or body other than regular members of the mess except through on-the-spot coupon sale, unless otherwise specifically authorized by the Mess Committee in writing or as already provided in this document/contract.

Violation of this provision will attract penalties and may lead to the termination of the contract.

7. The aforementioned rates shall be in force for the entire period of contract and shall not be revised under any circumstances, except in case of wage revision according to the Minimum Wages Act.

### **Important Notes**

1. The Institute reserves the right to:
  - a. Amend the scope and value of the contract
  - b. Amend the rate of the contract
  - c. Award any of the Halls to the empanelled agencies.
2. For any of the above actions, the Institute shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same.
3. Effort on the part of the agencies or it's agent to exercise influence or to pressurize the Institute for this contract shall result in rejection of the application. Canvassing of any kind is prohibited.

## ANNEXURE-I: COMMON BASIC MESS MENU

Day	Breakfast	Lunch	Evening Snacks	Dinner
<b>Daily (compulsory)</b>	Tea/Milk with coffee or Horlicks/ Bournvita/ Complian or Cornflakes, Sprouted Grains (Chana, Moong, Badam)	Boiled Rice, Chapati(Plain and Buttered), Sambhar, Pickle, Curd/Lassi/Raita/fresh fruits/Boiled egg, Salad (Cucumber, tomato, onions, Green Chili, Cabbage, carrot, Beetroots, Radish, Lemon)	Tea/ Coffee/ Rasna/ Roo-Afza/ Fruit Juice (150ml), Tomato Ketchup	Boiled Rice, Chapati(Plain and Buttered), Rassam, Pickle, Salad (Cucumber, tomato, onions, Green Chilli, Cabbage, carrot, Beetroots, Raddish, Lemon)
<b>Monday</b>	Bread with Butter/Jam/Boiled egg (or) Vada Sambhar/Idli/Uttapam and Coconut	Seasonal Vegetable, Daal	Samosa (2pcs)	Seasonal Vegetable, Daal, Sweet  EXTRA: Mutton

	chutney			Curry/Chicken curry/Kheema
<b>Tuesd ay</b>	Bread with Butter/Jam/Boiled egg (or) Pav Bhaji/ Sandwich (potato/veg)	Seasonal Vegetable, Daal, Aam Panna	Bread Pakoda	Paneer Item, Daal, Sweet
<b>Wedne sday</b>	Bread with Butter/Jam/Boiled egg (or) Poha and Jalebi with dahi	Seasonal Vegetable, Daal  EXTRA: Egg Curry	Cutlet	Chola Bhatura/Kulcha/P oori, Veg. Biryani/Pulao/Pea s Pulao/Zeera Rice, Sweet  EXTRA: Chicken Biryani/Mutton Biryani
<b>Thurs day</b>	Bread with Butter/Jam/Boiled egg (or) Plain	Seasonal Vegetable, Daal	Sandwich/ Bombay Sandwich	Paneer Item, Nan/Tandoori roti/Poori/Kulcha,

	paratha/poori/stuffed paratha with Aloo Tamatar Sabji			Fried Rice, Daal, Tawa fry(Karela, Aloo, Tomato, Simla Mirch, Brinjal, Ladies finger), Sweet
<b>Friday</b>	Bread with Butter/Jam/Boiled egg (or) Chilla/Cutlet with bread and Green chutney/Sauce	Seasonal Vegetable, Daal/Kadi	Aloo tikki	Seasonal Vegetable, Daal, Sweet  EXTRA: Fish Curry
<b>Saturday</b>	Bread with Butter/Jam/Boiled egg (or) Upma/Daliya with Chutney	Seasonal Vegetable, Daal, Aam Panna	Daal pakoda/vad a	Seasonal Vegetable, Daal, Sweet, Finger Chips
<b>Sunday</b>	Bread with Butter/Jam/Boiled	Paneer item(any), Stuffed	Mixture/ Finger	Seasonal Vegetable, Daal,

	egg (or) Masala Dosa with Coconut chutny and sambhar	Paratha(Aloo/Mixed/Paneer/Onion/Aloo-Onion), Veg. Biryani/Veg. Pulow, Papad, Fruit Chat Note: No Chapati (Daily Menu not applicable)	Chips	Sweet  EXTRA: Egg Curry
<b>Sick Diet</b>	Khichdi, Curd, Baked Potato and Onion/Boiled Potato/Plain Potato Sabji, Boiled Vegetables, Chapati, Milk (200 ml) and bread			
<b>On Extra Coupons</b>	Omlette (Full fry, Half fry), Egg Bhujia, Boiled Egg (To be available in Breakfast, Lunch and Dinner) Fried Rice, Jeera Rice, Fried Potato (To be available in Lunch and Dinner) Rates of the extra items as well as the meal coupons (guest coupons) would be decided by the mess committee after consulting the service provider..			
<b>Sweet dishes at dinner</b>	Custard(Fruit), Gulab jamun, Fruit Cream, Rasgulla, Rasmalai, Dahi wada, Malai chop, Halwa (Gajar/Moong), Kheer, Semiya			

**Note:**

All items of the meal shall be unlimited in quantity except for the following:

- (i) Butter : 20 gms
- (ii) Jam : 20 gms
- (iii) Coffee : The Residents have a choice to mix coffee in the milk.  
Coffee in a glass container shall be kept at the counter at the time of breakfast.
- (iv) Milk : 200 ml
- (v) Sweet Dish : 150 gms
- (vi) Curd/Raita : 100 gm

## **Application Form for pre-qualification for providing operational services in messes**

1. Name of the registered company/cooperative/agency:
2. Registered address:
3. Contact details (telephone/mobile number(s), email address):
4. Registration number and date of registration of company/cooperative/agency:
5. EPF registration number and date of registration:

6. ESI registration number and date of registration:

7. Turnover in Lakhs of Rupees:

Financial year 2007-08:

Financial year 2008-09:

8. Years of relevant experience with brief details (along with names, addresses and contact details of the previous employer):

9. Names, addresses and contact details of two persons/companies, which may be contacted by IIT Kanpur for reference:

10. Registration numbers and details from local labour authorities (e.g. Labour commissioner) for workers for works done in the last two years:

Checklist of necessary attachments (please tick):

- a) Income tax return (last 2 years).
- b) Balance sheet (last 2 years).
- c) Copies of documents verifying information given in all the above points.
- d) Certificate/letter from relevant authority in places of earlier work of being in good standing with respect to payment of wages and other benefits to workers in previous operational contracts (in the last two years).

***"I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief. I also understand that if at any stage, the information is found to be false, incorrect or misleading, my agency/company shall be removed forthwith from the panels of the contractors, and the work/contract, if awarded, shall be terminated forthwith without assigning any reason and my agency/company shall be permanently debarred from rendering any service to the Institute.***

***(Authorized Signatory)  
Sign and Seal***

