

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी  
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI



**TENDER DOCUMENT  
FOR  
CATERING SERVICE IN HOSTELS**

**May – 2015**





भारतीय प्रौद्योगिकी संस्थान गुवाहाटी  
**INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI**  
Guwahati – 781 039

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Ref: IITG/SA/HAB/HST/309/2015

Date: 15.05.2015

**TENDER NOTICE**

**Last date for submission of Tender: 3.00 p.m. on 02.06.2015**

Tenders in the form of Expression of Interest (Eol) are invited from experienced catering firms to cater food in the hostels of IIT Guwahati at its permanent campus in Guwahati, Assam. The details of the hostels are given in the schedules. The Eol document can be either obtained in person/by post from the Assistant Registrar, Students' Affairs Section, IIT Guwahati, Guwahati 781039 by submitting/sending a Demand Draft for **Rs.1500.00 (rupees one thousand and five hundred only)** drawn in favour of "Hostel Affairs Board, IIT Guwahati" payable at Guwahati, or downloaded from <http://www.iitg.ac.in/tenders> on or **before 01.06.2015**. Those who download the Eol document should handover/send the DD for **Rs.1500.00 (rupees one thousand and five hundred only)** to the above said Assistant Registrar while submitting/sending the completed Eol document.

The duly signed and sealed Eol documents shall be either sent to **The Assistant Registrar, Students' Affairs (SA) Section, IIT Guwahati, Guwahati-781039** by speed-post/courier, or handover in Students' Affairs Section, IIT Guwahati, **so as to reach on or before 02.06.2015, 3.00 p.m.** IIT Guwahati will not be responsible for any delay or loss of Eol sent by post/courier. The Eol documents will be evaluated by a committee duly constituted for this purpose. The committee will examine the technical documents and decide the suitability as per the requirements and terms and conditions and short-list the firms by **08.06.2015**. The final selection of the caterers will be based on a weighted criteria system to be derived from the tender documents and personal interviews. The tentative schedule of interviews will be during **18<sup>th</sup>-19<sup>th</sup> June, 2015**.

**The decision of IIT Guwahati will be final in awarding the contracts.**

**Assistant Registrar  
Students' Affairs Section, IITG**





**EXPRESSION OF INTEREST (EOI) FOR CATERING SERVICE IN HOSTELS**

The Eoi document consists of

- i. **Tender Schedule** (Four pages)
- ii. **Schedule A: Basic Technical Details** (Two pages)
- iii. **Schedule B: Terms and Conditions for Catering** (Ten pages)
- iv. **Schedule C: Details of Menu, Mess Subscription System and Payment Terms** (Four pages)

IMPORTANT DATES:

<b>Date of sending the notifications</b>	: 15 <sup>th</sup> May 2015
<b>Last date of Eoi submission</b>	: 3 PM on 2 <sup>nd</sup> June 2015
<b>Display of shortlisted firms</b>	: 8 <sup>th</sup> June 2015 on SA Notice Board
<b>Date of interview</b>	: In the week of 18 <sup>th</sup> -19 <sup>th</sup> June 2015
<b>Cost of Eoi document</b>	: Rs. 1500.00 (rupees one thousand and five hundred only) ( <b>Non-refundable</b> )



## TENDER SCHEDULE

(To be read along with Schedules A, B and C)

### Important Conditions of the Tender to be abided by the Caterer

#### **Eligibility to participate in the tender:**

A caterer who is willing to participate in the tender should have rendered catering services of providing breakfast, lunch, and dinner on a continuous basis for at least one full year in reputed educational institutions/establishments.

#### **Submission of tender:**

A tender in the form of this EoI can be submitted on all working days. The due date for the submission of the tender is on or before 02.06.2015, 3.00 pm. In the event of this day being declared as a holiday, the tenders can be submitted up to 3.00 pm on the following working day.

#### **Earnest Money Deposit (EMD):**

The caterer should submit an EMD amount of Rs. 1.50 Lakh (Rupees One Lakh and Fifty Thousand only) along with the EoI by way of Demand Draft or Banker's pay order drawn in favour of "Hostel Affairs Board, IIT Guwahati" payable at Guwahati. An EoI without EMD would be considered as *NON-RESPONSIVE* and *REJECTED*. Personal cheques or photo/fax copies of the demand draft/Banker pay orders will not be accepted. No interest will be paid on EMD. EMD shall be converted as security deposit of the successful caterer(s). For unsuccessful caterers, the EMD will be returned.

#### **Authority to sign:**

All pages of the EoI along with the enclosures must be duly signed by the caterer. If an individual or a proprietor of a firm is a signatory, he/she should sign above the full type-written name and current address. In case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm (a certified copy of the Power of Attorney should accompany the Documents) should sign. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm should be furnished. In case of a limited Company or a Corporation, the Documents shall be signed by a duly authorized person holding Power of Attorney for signing the Documents, accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

#### **Compliance/Confirmation:**

Compliance or Confirmation report with reference to the Basic Technical Details (Schedule-A), Terms & Conditions of Catering (Schedule-B) and Details of Menu, Mess Subscription System and Payment Terms (Schedule-C) should be duly filled, signed and be included with the tender along with its necessary enclosures.

#### **Alternative proposals:**

The caterer shall submit the EoI that strictly comply with the requirements of the tender. Any alternatives or modifications shall render the EoI invalid; EoI with conditional offers will be invalid.

#### **Late submission of tender:**

The EoIs received after the due date and time will not be considered and the same will be returned unopened to the caterer.

Date:

Place:

Signature of Caterer  
along with official seal and address

**Acceptance and rejection:**

IIT Guwahati reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the tender without assigning any reason. Catering establishments that served in IITG Hostels/Canteens earlier but whose services were terminated before completing the contract period is not eligible to participate in this tendering process. A tender which does not fulfill any of the conditions as per this EoI or with incomplete documents in any respect will be rejected summarily.

**Hostel preferences:**

The details of the IIT Guwahati hostels and their room strength are given in Annexure-1 of Schedule B. Prospective caterers may visit the hostels to ascertain the available infrastructure and fill their preferences of hostels in the Annexure-1. However, IIT Guwahati reserves the right to assign any of the hostels to the caterer. A caterer may be selected for services in more than one hostel. In such cases, the caterer should have different setups for different hostels, as per the terms given in the Schedules.

**Final selection:**

Final selection of the bidders and allocation of a hostel to this bidder for providing its services shall be based on a weighted criteria system to be derived from the submitted tender documents, performance in the interview, and students' feedback in case of existing catering/canteen service providers. The individuals or authorized representatives of the bidding firms will have to appear in an interview personally on the specified date. Failure to do so would disqualify their application from further processing. A successful bidder is one who has passed this final selection process and has a hostel assigned to it for providing its services.

**Contract Agreement:**

The successful bidder shall sign a contract agreement with IIT Guwahati, which will be executed as per the provisions of the stamp act and shall be duly registered.

**Period of contract:**

The contract will be assigned initially for a period of 1 (one) year, effective from 1<sup>st</sup> August 2015. Upon satisfactory performance, the contract may be extended for 1 (one) more year. In exceptional cases, where the services provided by the firm are extremely satisfactory during first two years, the authority may extend the contract period by another one year.

**Termination of contract:**

The contract may be terminated by the caterer by issuing 2 (two) months written notice. However, the authority reserves the right to terminate the contract without assigning any reason if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene of any of the mess services are deteriorated to such an extent that it is detrimental to the interests of the hostel boarders and their health.

**Mess workforce:**

The mess workforce will be as per Table 7. They should be paid the minimum wages as per the norms laid out in Office Order No. 1/17(6)/2014-LS-II, of Govt. of India, dated 29.09.2014.

Date:

Place:

Signature of Caterer  
along with official seal and address



**Maintenance of kitchen equipment:**

The successful bidder who undertakes the catering contract for a particular hostel is responsible for the maintenance of the kitchen equipment for that hostel for the entire duration of the catering contract. To this end, the successful bidder has to sign a contract with the maintenance section of IIT Guwahati as per the terms of reference given in Annexure-3.

**Payment terms:**

Daily Rate to be paid by a student for the basic menu plus the two special dinners as in Schedule C is Rs. 68/- (Rupees sixty eight only). This rate is inclusive of taxes as levied by Central and State Governments. The overhead to cover the salary of the mess workforce will be paid as per Govt. of India norms for minimum wages and attendance of the employees. Thus monthly payment to the caterer will be calculated as (68 X number of subscribers X number of days in the month) + overhead charges. The hostel management committees, in consultation with the caterer, will decide the rates for optional items. Details are given in Schedule C.

**Inspection authority:**

Authorized representatives of the individual hostels will carry out periodic inspection and surprise checks to ensure quality of food, hygiene, and cleanliness.

**Canvassing:**

Any attempt to canvass for selection of a caterer, directly or indirectly, will lead to disqualification of such caterer from the selection process.

**Modifications:**

IIT Guwahati reserves the right to modify/add any clause to the agreement, during the period of the contract.

**Cancelation of tender:**

IIT Guwahati reserves the right to cancel the tender at any time without assigning any reason.

**Disputes and jurisdiction:**

Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within the local limits of Guwahati in Kamrup District, Assam.

**Acknowledgement:**

**It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to abide by them.**

Date:

Place:

Signature of Caterer  
along with official seal and address



## SCHEDULE A: BASIC TECHNICAL DETAILS

1a	<b>Name of the Caterer/Catering Firm:</b>		Paste a passport size photograph(s) of representative(s) of the firm/individual caterer	
	<b>Complete Address:</b>			
	<b>Phone No.</b>		<b>E-mail ID</b>	
1b	<b>Name of Contact Person / Representative of firm and Designation</b>			
	<b>Phone No.</b>		<b>Mobile No.</b>	
2a	<b>Catering License No</b>		<b>Catering Registration No</b>	
	<b>PAN</b>		<b>TAN</b>	
	<b>ESI</b>		<b>EPF</b>	
	(Documentary proof copies of the above to be enclosed)			
2b	<b>Proof for payment of income tax and service tax (last three years)</b> (copy of income tax and service tax payments to be enclosed)			
3	<b>No. of Food Courts/dining facilities run in Higher educational Institutions</b> <b>(Enclose list of work handled up to 2015 and ongoing work separately with all the relevant documents)</b> (List to be included with name of the institution, duration, number of students catered, type of service provided)			
4	<b>No. of Food Courts/dining facilities run in non-academic establishments</b> (Enclose list of works handled up to 2015 and ongoing work separately with all the relevant documents)			
5	<b>Quality Certification obtained for the Food courts/ Dining facilities/Catering services provided</b> (Copy should be enclosed)			
6	<b>Caterer Solvency (Capital Employed) (Rs.in lakhs)</b> (Solvency certificate for an amount not less than Rs.10.00 Lakhs should be enclosed)			
7	<b>Turnover per annum Rs. (in Lakhs)</b> Authenticated copy of audited Statement of Accounts for the last three years should be enclosed (In case the work was executed for private firm / persons, TDS certificate should be submitted)			
8	<b>No. of Employees</b>	<b>Regular</b>		<b>Temporary</b>
9	<b>Litigations, if any, connected with Catering Work</b>		<b>Yes/ No (if yes, details to be furnished separately)</b>	
10	<b>Any other information, caterer wishes to provide in support of their credentials</b> (Details, if any, to be furnished separately)			

**Note:** Please use separate sheets if the space is not sufficient and indicate the column number. Authenticated certificates are to be produced in support of respective items and the bids without the information and documents mentioned above will be rejected without further consideration.

Date:  
Place:

Signature of Caterer  
along with official seal and address

**ADDITIONAL DOCUMENTS TO BE ENCLOSED WITH THE TECHNICAL BID**

Photocopy of the following documents:

- a) Catering (from FDA), food outlet & labor license
- b) Municipal license by Public Health Officer
- c) Details about PF/ESIC registration
- d) Balance Sheet - last 3 years
- e) Partnership deed
- f) Shop & Establishment Registration
- g) Municipal Certificate

**Please note that bids without the information and documents mentioned above will be rejected without further consideration.**

Date:

Place:

Signature of Caterer  
along with official seal and address

## **SCHEDULE B: TERMS & CONDITIONS FOR CATERING**

### **I. Mess Facilities and Maintenance**

1. Mess facilities consisting of kitchens and dining halls are provided by IIT Guwahati in all its hostels. The details of the hostels are given in Annexure-1. The caterer has to arrange for catering food in dining halls. Prospective caterer(s) may inspect available facilities with prior appointment.
2. The entire activity of the caterer shall be limited within a marked area (to be notified separately to the successful firms) of the assigned hostel(s) meant for dining, cooking, storing, cleaning, and preparation areas.
3. Each hostel is provided with block gas connection with attached (empty) cylinders in each hostel. The cooking gas set-up will be given to the caterer for proper use, handling, and maintaining the safety.
4. Filling and refilling of these cylinders are the responsibility of the caterer at his own cost. As such, these cylinders can be refilled at the rates under NDE (Non-Domestic Exempted) category. However, it is the responsibility of caterer to refill the cylinders as per the Government norms and prices.
5. Each hostel is provided with some cooking- and serving-utensils to be used by the caterer. The caterer is responsible for the upkeep and maintenance of these items, and to return them in good condition at the end of the contract period. In case of any loss or damage, those items should be replaced by a newly purchased similar item, to the satisfaction of the issuing authority.
6. Each hostel is also provided with certain kitchen equipment (Grinders, Bain Maries, Burners, Water purifiers, etc.), furniture (storage racks, dining tables, etc.). The caterer is responsible for the upkeep and maintenance of these items, and to return them in good and tenable condition at the end of the contract period. Cost of repair due to mishandling and/or willful damage (except normal wear and tear) will be deducted from the security deposit.
7. Periodic cleaning of fixtures (including lights, fans and other kitchen equipment) shall be carried out by the caterer, maintaining the record which will be checked by the hostel management.
8. Caterer must make his own arrangements for house-keeping of the dining and kitchen area allotted to him. The kitchen, washing area and stores shall be maintained neat and clean at all time.
9. Waste disposal is the responsibility of the Caterer. Caterer under no circumstances shall dispose plastic and food waste into the drainage. Non-compliance of proper waste disposal will invite penalty.
10. The caterer shall not construct or make any structural alterations or install additional fittings inside the premises of the work place without prior written approval from the competent authorities.
11. Following shall be the responsibilities of the caterer regarding hygiene and cleanliness:
  - a) cleaning and washing of plates, cutleries and utensils
  - b) cleaning and maintenance of kitchen equipment
  - c) keeping the mess premises and surroundings neat, clean and hygienic
  - d) periodic fumigation as and when required
12. IIT Guwahati shall provide the following free of cost to the caterer:
  - a) Water for cooking, washing and cleaning.
  - b) Drinking water through water filter-cum-purifiers.
  - c) Electricity for the exclusive purpose of running the mess.Every effort must be exercised by the caterer to minimize electricity and water usage.

Date:  
Place:

Signature of Caterer  
along with official seal and address

## II. Catering

1. The caterer shall ensure a quality-catering, rendered in a courteous and prompt manner, and is in accordance with the laid down specification.
2. Breakfast, Lunch and Dinner have to be served as per the menu furnished in Schedule-C.

### 3. DINING TIMINGS

Breakfast - 07:00 - 09:15 (on working days) and

- 08:00 - 10.15 (on holidays)

Lunch - 12:00 - 14:15 and (12:15 - 14:30 on holidays)

Dinner - 20:00 - 22:15 and (upto 22:30 on holidays)

4. Type of service: Self-service with a minimum of one counter for every 400 students with a provision for separate arrangement for second serve of major items viz., Indian bread, rice, etc.
5. Menu items are specified in Schedule-C. The caterer, in consultation with Mess Management Committee, has to display detailed item wise menu of a particular month by 15<sup>th</sup> of the previous month on the hostel mess notice board.
6. Procurement of the following items as per the specifications of the Hostel Management Committee and IIT Guwahati is the responsibility of the caterer.
  - a) branded provisions, butter, Jam and milk
  - b) first quality vegetables and fruits
  - c) cooking gas

Further, caterer shall arrange for proper storage of the procured items within the space provided.

Caterer shall not use any coloring agents and/or chemicals like Mono Sodium Glutamate (Ajinomoto) in any of the dishes, or store them in the mess premises.

7. The caterer shall use only branded raw materials and best quality resources for preparing food (See Table-5). The Caterer shall submit at least three brands for each item (taken from Table-5) and the Hostel Management shall approve these brands if satisfied after inspection. Hostel Management reserves the right to check the raw materials used for cooking and the cooking processes for compliance with the approved norms.
8. The items should be prepared after proper washing and cleaning of raw materials, wherever necessary. The cooked food, which is ready to be served, shall be transferred to serving utensils, and shall be kept warm and covered under hygienic condition using specific storing articles provided for the purpose. Serving cold items (Except those expected to be served cold) and/or serving re-heated items are not permitted. Such acts may invite disciplinary action against the caterer.
9. It is the duty of the caterer to keep the dining area totally clean by mopping the area with proper cleaning agent after each meal. The dining tables and benches should also be properly cleaned after every meal.
10. The cooking and preparation areas should be washed after the completion of the activities every day. The caterer shall ensure that there is no water logging within the premises where the dining, washing, cooking, preparation areas are located and shall maintain general cleanliness and hygiene.
11. The caterer shall ensure that all the safety precautions are properly taken during the process of cooking and serving. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instrument, fire-fighting equipment, etc. placed at the disposal of hostel mess.
12. Special meal (such as boiled food) should be provided to the hostel boarder hospitalized in the campus hospital.

Date:  
Place:

Signature of Caterer  
along with official seal and address

13. **Caterer's performance will be evaluated by the Hostel Affairs' Board at any moment, using either online or offline survey, during each month on a variety of factors including quality of the ingredients used, performance of the cooking staff, cleanliness and hygiene, catering quality and punctuality, etc. Non-compliance with any conditions laid out in this document can result in instant monetary fine/termination of contract (see Annexure 2).**

### III. Employees of the Caterer

1. In order to coordinate the activity for smooth discharge of the services, a manager shall be appointed by the caterer for each hostel, who will supervise the preparation of food, serving in the dining hall, and all aspects of hygiene, and in short all aspects of Catering.
2. Caterer shall appoint the required working staff in the mess according to Table 7 and shall display their details (Name, Designation, Category, Photograph) in the mess notice board with his/her approval signature and seal. Caterer shall also submit the details to the Institute security section, through Hostel Affairs Board. The minimum educational qualification for the mess manager is a bachelor's degree in any discipline. The head cooks should have at-least five years of experience cooking food in large scale.
3. Caterer shall appoint a Head Cook, who is able to lead the cooking staff from the front by setting, adopting and delivering the highest culinary standards during the preparation of various dishes mentioned in the menu by the respective hostel Mess Management Committee (MMC) and **shall also enclose the certificate of the Head Cook showing the details of his/her previous rank/grade, experiences and performance levels under various hotel/catering managements.**
4. Caterer shall appoint cooking staff along with the Head cook and other staff, as per the requirement, for satisfactory and quality catering
5. Caterer of the girls' hostel shall appoint only female working staff in the dining halls.
6. Employment of child labour defined as per relevant laws is strictly prohibited. The caterer shall maintain a register with name, age and address of all the employees working at a given time and inform the same to Hostel Affairs Board. The caterer shall report any changes in the employees to Hostel Affairs Board.
7. The caterer shall issue a photo identity card to each of the employee, as per the format prescribed by IIT Guwahati. A copy of the same shall be submitted to the Hostel Affairs Board.
8. The staff posted on duty should always bear a clean appearance, complete in uniform and should carry a photo identity card issued by the Caterer. The shirts should be printed prominently with the name of the hostel on its back. They should also wear necessary hand gloves and caps/hair net in the kitchen and service areas.
9. The Caterer shall be responsible for the proper conduct and behavior of the employees engaged.
10. Smoking, consumption/distribution of alcohol, use of pan and gutka by the employees is strictly prohibited in the IIT campus.
11. The caterer should ensure that all employees are free of communicable diseases. Medical certificates to this effect should be available for inspection by the authorities.
12. All expenses related to the functioning of the employees engaged by the caterer shall be borne by the caterer.
13. The caterer is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of Assam and Gol norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities.
14. IIT Guwahati may provide dormitory accommodation to the registered staff members of the team. It is the responsibility of the caterer to maintain the premises of allotted accommodation neat and clean at all the times.

Date:

Place:

Signature of Caterer  
along with official seal and address

- The activities of the employees of a caterer will be restricted to the designated areas, viz. the mess in which they are working and the accommodation provided to them. They require prior permission of the competent authority to enter any other places of the campus.

#### **IV. General Terms and Conditions**

- The daily rate quoted per student against basic menu plus the two special dinners as in Schedule C shall include all statutory dues as levied by Central and State Governments. The Hostel Management shall not pay any other charges for the catering service provided.
- The rates stipulated in the contract will hold well till 31<sup>st</sup> July 2016.
- The food cooked in the dining facility shall not be served in other places inside/outside the campus. Also, the food cooked outside the given facility shall not be served in the hostel mess. Raw material stored in the Mess should be used exclusively for the student dining facilities in the IIT Guwahati campus.
- When circumstances warrant, the Caterer shall cater for additional number of students/staff members, as requested by the Hostel Management at short notice.
- The Caterer shall not assign, sublet or part with the possession of the premises and properties of IIT Guwahati therein or any part thereof under any circumstances. Any deviation from this clause may invite immediate termination of the contract.
- A Security Deposit (SD) as per the following table for each hostel mess is to be deposited by the caterer in the form of a demand draft drawn in favor of "Hostel Affairs Board, IIT Guwahati" payable at Guwahati, to execute the contract document at the beginning of the contract period. After adjusting the EMD amount towards SD, the balance amount, as applicable in cases where the caterer is awarded more than one hostel mess or the capacity is more than 300, shall be deposited by the caterer. No interest is payable on the Security Deposit.

Name of Hostel Mess	Security Deposit Amount in Rs.
Manas, Kapili, Dihing, Siang, Dhansiri, Dibang	1.50 Lakh
Kameng, Barak, Umiam, Lohit, Subansiri	2.00 Lakhs
Brahmaputra	3.00 Lakhs

- During the vacation periods of IIT Guwahati, the Hostel Affairs Board may decide to reduce the strength of any hostel mess or to close any hostel mess completely, according to the need and convenience of the students and other users.
- Serving of extra/optional items (see Schedule C) is an obligation of the caterer without expecting any minimum number of subscriptions.
- Every month, each student shall subscribe to any one of the messes of his choice in the hostels of IIT Guwahati, as per the regulations of the Hostel Affairs Board. Further, the total number of subscriptions in a particular mess shall be restricted to 120% of the strength of the concerned hostel mess.
- In case of any rightful dues (such as claim, penalty etc.) the caterer should deposit the amount in due time, failing which stern action may be initiated leading to further penalties including termination of the contract, and recovery of the amount due from the security deposit.
- The Hostel Affairs Board, IIT Guwahati reserves the right to review and modify the terms and conditions periodically.
- All disputes or differences whatsoever between the firm and IIT Guwahati, related to the contract will be settled by arbitration as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and shall be binding for all purpose.
- The decision of IIT Guwahati will be final in awarding the contracts.

**I/We agree to the above terms and conditions of the catering.**

Date:  
Place:

Signature of Caterer  
along with official seal and address



## ANNEXURE – 1

### Details of Hostel Strength and Preference Sheet

S. No.	Name of the Hostel Mess	Strength (Approximate)	Caterer's Preference
1	Barak	500	
2	Brahmaputra	1000	
3	Dhansiri (Girls' Hostel)	250	
4	Dibang	200	
5	Dihing	300	
6	Kameng	500	
7	Kapili	300	
8	Manas	300	
9	Siang	300	
10	Subansiri (Girls' Hostel)	550	
11	Umiam	500	
12	Lohit	550	

Hostel Subansiri and Dhansiri are girls' hostels and all others are boys' hostels. It should be noted that if a caterer is selected for providing catering for more than one mess, the caterer must have SEPARATE AND INDEPENDENT set-ups one for each of the messes.

Kindly fill this sheet with your preference; for example first (1st), second (2nd), and third (3rd) etc.

Date:  
Place:

Signature of Caterer  
along with official seal and address

## ANNEXURE - 2

### Mess Feedback Model and Assessment form

Hostel Affairs' Board will collect the student feedback based on Table 1 and Table 3, and evaluate the performance of the catering every month.

**Table 1: Model Feedback for Evaluation**

Category	Description	Weight factors	Points					
			Very good	Good	Average	Poor	Very poor	Worst
			5	4	3	2	1	0
<b>a</b>	The quality of ingredients used for cooking **	<b>2</b>						
<b>b</b>	Overall Satisfaction with food Cooked & Served for <b>Breakfast</b> ***	<b>3</b>						
<b>c</b>	Overall Satisfaction with food Cooked & Served for <b>Lunch</b> ***	<b>3</b>						
<b>d</b>	Overall Satisfaction with food Cooked & Served for <b>Dinner</b> ***	<b>3</b>						
<b>e</b>	Cleanliness, hygiene and waste disposal	<b>2</b>						
<b>f</b>	Catering and Punctuality *	<b>1</b>						

\* Catering and Punctuality includes behavior of the staff and their dress code while serving.

\*\* The quality of ingredients used for cooking shall be checked and monitored by the hostel MMC (*Double Weightage*).

\*\*\* Overall Satisfaction with food cooked and served entirely depends upon the experience and the performance levels of the cooking staff appointed by the caterer (*Triple weightage*).

Based on the points obtained in the performance evaluation, deductions shall be made from **the monthly bill** payable to the caterer, as per Table 2 below.

**Table 2: Overall Performance Index (O.P.I) ranges and percentage deductions form the payment**

Sl. No.	O.P.I	% Deduction
1	3.76 – 5.00	Nil
2	3.56 – 3.75	Nil with Warning
3	3.36 – 3.55	01% with Warning
4	3.26 – 3.35	02% with Warning
5	3.16 – 3.25	05% with Warning
6	3.06 – 3.15	08% with Warning

Sl. No.	O.P.I	% Deduction
7	3.01 – 3.05	10% with Warning
8	2.91 – 3.00	15% with Warning
9	2.81 – 2.90	20% with Warning
10	2.51 – 2.80	25% with Warning
11	2.01 – 2.50	35% with Warning
12	0.00 – 2.00	50% with Warning

$$\text{Where, Overall Performance Index (O.P.I)} = \left( \frac{2a + 3b + 3c + 3d + 2e + f}{2 + 3 + 3 + 3 + 2 + 1} \right)$$

- The feedback should be collected from at least 35% of the total number of subscribers.
- The final decision on the feedback evaluation points will be carried out by the Hostel Management.
- The caterer is expected to get an O.P.I above “3.55” and at least “3.36” in all the months. An O.P.I below “3.01” in any month and below “3.16” twice in a row will attract hefty penalty as shown in the above Table 2 and / or termination of the contract.

Date:  
Place:

Signature of Caterer  
along with official seal and address

**Table 3: Sample Feedback Form**

Sl. No.	Roll No.	Name	(B)	(C)	(D)	(E)	(F)	Signature of the Subscriber	Comments/ Suggestions for poor feedback
			Overall Satisfaction with food Cooked & Served			Cleanliness, hygiene /5	Catering & Punctuality /5		
			Break-fast / 5	Lunch / 5	Dinner / 5				
***** ON A SCALE OF 0 TO 5 (0,1,2,3,4,5) *****									

$b = \Sigma B/N_B$      $c = \Sigma C/N_C$      $d = \Sigma D/N_D$      $e = \Sigma E/N_E$      $f = \Sigma F/N_f$

Where,

- $N_B, N_C, N_D, N_E$  and  $N_F$  are the number of the total responses given by the subscribers in their respective categories.
- $\Sigma B, \Sigma C, \Sigma D, \Sigma E$  and  $\Sigma F$  are the sum of the total responses given by the subscribers in their respective categories.
- $b, c, d, e$  and  $f$  are the average/mean values of the total responses given by the subscribers in their respective categories.

**Approximation and rounding the decimals of average/mean values of the total number of responses given by the subscribers and the Overall Performance Index (O.P.I) to a specified number of places**

*“Please round to 2 decimal places”  
Or equivalently,  
“Please round to the hundredths place”*

If the 3<sup>rd</sup> decimal (or) the thousandths place is ‘5’ or more than ‘5’, then **round up** to the 2<sup>nd</sup> decimal (or) the hundredths place and if the 3<sup>rd</sup> decimal (or) the thousandths place is less than ‘5’, then **round down** to the 2<sup>nd</sup> decimal (or) the hundredths place irrespective to the value of the digit that lies in the 4<sup>th</sup> decimal place of the average/mean values of the total responses given by the subscribers and the Overall Performance Index (O.P.I).

**For example:** The value **2.7376** to be **rounded up** to the 2<sup>nd</sup> decimal (or) the hundredths place as **2.74** and the value **2.7346** to be **rounded down** to the 2<sup>nd</sup> decimal (or) the hundredths place as **2.73**.

Date:  
Place:

Signature of Caterer  
along with official seal and address

## FEEDBACK/ASSESSMENT OF THE MESS CATERING SERVICE

(For the Month of \_\_\_\_\_)

Name of Hostel/Building: Hostel \_\_\_\_\_

(Please fill the appropriate boxes)

Category	Description	Weight factors	Avg./Mean values obtained from feedback
<b>a</b>	Quality of the ingredients used for cooking	<b>2</b>	
<b>b</b>	Overall Satisfaction with food Cooked & Served for <b>Breakfast</b>	<b>3</b>	
<b>c</b>	Overall Satisfaction with food Cooked & Served for <b>Lunch</b>	<b>3</b>	
<b>d</b>	Overall Satisfaction with food Cooked & Served for <b>Dinner</b>	<b>3</b>	
<b>e</b>	Cleanliness, hygiene and waste disposal	<b>2</b>	
<b>f</b>	Catering and Punctuality	<b>1</b>	
<b>Overall Performance Index (O.P.I) = <math>\left( \frac{2a + 3b + 3c + 3d + 2e + f}{2 + 3 + 3 + 3 + 2 + 1} \right)</math></b>			

**Decision taken by the Hostel Management based on the feedback obtained:**

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**Signature of Convener, MMC**

**Signature of General Secretary with Date**

**Signature of Caretaker**

**Signature of Warden with Date**

Date:

Place:

Signature of Caterer  
along with official seal and address

In addition to the above monthly performance assessment, the following checks may be carried out by the hostel management on a regular basis and impose further penalties, as applicable.

1. Delay in preparation, Non-availability or short supply of any declared item of the menu of any meal, lack of hygiene, poor service and misbehavior of staff, low quality of raw material, or any other lapse.
2. The use of **mono-sodium glutamate (Ajinomoto)** is strictly **prohibited** and using it will be considered as **adulteration**.
3. To get a broad picture of penalties, in this regard, refer to Table 4.

**Table 4: A Few of the Standard Penalty Terms Regarding the Quality of the Food, Cleanliness and Hygiene**

Sl. No.	Basis	Fine
1.	Presence of unwanted items in food: <ul style="list-style-type: none"> <li>• Harmful items (e.g. blade, glass, metal wires, nails, etc)</li> <li>• Other items (e.g. cockroaches, cigarettes, etc)</li> </ul>	Half the price of the day per head multiplied by number of students in the hostel
2.	Use of stale/spoilt/harmful ingredients, e.g. rotten vegetables, infected grains, coloring agents etc., (Fine will also be imposed if these are considered for preparation)	
3.	*Reduction in the quality of the food due to: <ul style="list-style-type: none"> <li>• Partially cooked(boiled/fried) items (e.g. rice, dal, vegetables, pakoda, roti, puri, etc)</li> <li>• Spoiling the food by insufficient/excessive usage of ingredients like oil, salt, water, tamarind, aata etc., in dishes like curry, dal, sambar, roti/puri, etc..)</li> </ul>	
4.	Use of the brands not mentioned in the Table 5 without prior permission of the hostel MMC.	Rs. 5,000 to Rs. 15000
5.	Improper Waste/Garbage Disposal in Kitchen area and its surroundings.	Rs. 25,000
6.	Adulteration/Food Poisoning by any means (To be confirmed by the HMC)	25% deduction in the monthly bill

\*Fine or penalty will be imposed after 2 warnings issued by the concerned HMC within that particular month.

**Note:**

1. Any complaint against the catering service in this regard by any of the subscribers needs to be lodged through the MMC convener, or the person she/he authorizes, in written form with specific details and supporting evidences (sample, photograph, etc). After his/her assessment and evaluation, the MMC convener (or the person she/he authorizes) shall have a preliminary discussion with the representative of the caterer and obtain his/her comments in written with his/her signature, and forward the complaint to the Hostel Management Committee (HMC) for appropriate action.

2. Adulteration/Food Poisoning by any means causing ill health and hospitalization of the subscribed students *may* also invoke the termination of the contract along with the fine mentioned in the above Table 4 and the caterer shall take the complete responsibility of the medical care and the medical bills of the hospitalized subscribers/students.

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

Date:  
Place:

Signature of Caterer  
along with official seal and address



### **Schedule C: Details of Menu, Mess Subscription System and Payment Terms**

I. **Basic Menu:** The following mentioned breakfast, lunch and dinner shall be served every day in unlimited quantity on a buffet spread.

**Daily Rate for food per student is Rs. 68/- (Rupees sixty eight only):** The food cost is Rs. 68/- per day. The wages as per Table 7 will also be paid as overhead (as per attendance).

**Breakfast:** There would be two choices for breakfast. A student shall choose any one of the below two choices on a particular day.

**Choice (1):** One among the following indicative items shall be served on a particular day. The schedule of the items for a week/month shall be decided by the hostel mess management committee (MMC) in consultation with the caterer.

(i) Varieties of paratha, sauce, pickle (ii) Idly, sambar, Ground nut- coconut chutney (iii) Masala dosa, sambar, Groundnut-Coconut chutney (iv) Poha, sauce (v) Chowmein, sauce (vi) Uttappam, sambar, Ground nut- coconut chutney (vii) Poori, subji (viii) Maggi (Plain & Fried), sauce (ix) Upma, Ground nut-coconut chutney.

**Choice (2):** Toasted Bread in any one of the variants - Honey & Oats Bread, Multi-Grain Bread, 100% Whole Wheat Bread and Multi-Fiber Bread Consisting **6 slices (of dimension 10 x 10 x 1 cm) or 7 slices (of dimension 8 x 8 x 1 cm)** Either with 20grams of butter or with 10grams of butter and 10 grams of fruit jam.

\* (i) boiled egg, (ii) butter, (iii) Bananas, (iv) omelette **to be served daily as mandatory optional items.**

**Lunch and Dinner:** All the following items shall be served in both lunch and dinner. A schedule of the items in \* and \*\* for a week/month shall be decided by the hostel management in consultation with the caterer.

(a) Indian bread (plain tawa roti) (b) Plain Rice (c) Seasonal vegetable\* (d) Dal\*\* (e) Saambhar/Rasam (f) French fries (Only twice in a Week) (g) Green salad/Papad/Boondi Raita (Shall not be served if, French fries are to be served in a particular meal).

\*A variety of vegetables shall be served. **(Potato is not to be considered as a seasonable vegetable strictly)**

\*\*Any one or mixed of rajma, moong, masoor, arahar, chana dals shall be used. As per the preference of students, Dal may be mixed with some vegetables.

The Hostel Management ensures payment of 80% of each month's bills within the first 12 days of the following month to the caterer. The balance 20% of each month's bills shall be settled before 25<sup>th</sup> of the following month subject to (i) the performance evaluation of the caterer as per the Annexure – 2, after an appropriate deduction as applicable (ii) submission of a proof of statutory dues payment.

**Special Dinner:** In a week two dinners shall be treated as special dinners. In each special dinner additional items costing Rs. 42 (Rupees forty two only) shall be served along with the basic menu. The menu for the special items and days for the special dinners would be decided by the respective MMCs/HMCs.

Date:  
Place:

Signature of Caterer  
along with official seal and address

**II. Live Counter:** A live counter is to be operational during the mess timings, and is to make and serve the following indicative items upon demand by the students, on extra payment basis. The hostel management,(at hostel level) in consultation with the caterer, will decide an exhaustive list of items to be served at the live counter and their prices. The modalities of extra payment at the live counter will be informed to the caterer in due time.

(i) Omelette, (ii) Egg Bhurji, (iii) Vegetable fried rice etc,

**III. Optional Items:** It is an obligation of the caterer to serve the following indicative items on extra payment basis along with breakfast, lunch and dinner. An exhaustive list of items, their prices and respective quantities, schedule and payment terms of these items shall be decided by the hostel management at hostel level in consultation with the caterer from time to time.

(1) Milk (2) Egg (3) Tea (4) Coffee (5) Butter (6) Jam (7) Bread (8) Corn flakes (9) Curd (10) Special vegetable (11) Paneer (12) Sweet (13) Non-veg: chicken, fish, mutton, etc.

**IV. Prices for pay and eat system:** Refer **Table 6** for the information regarding the price indices for various categories of **non-subscribers** during breakfast, lunch, dinner and special dinners.

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

Date:  
Place:

Signature of Caterer  
along with official seal and address



**Table 5: Brands of Consumables Permissible**

Sl. No.	Mess Items	Standard Brands
1.	Salt	Tata, Annapurna, Nature fresh
2.	Spices	M.D.H. Masala, Satyam, Badshah, Kepra, Everest
3.	Ketchup	Nestle, Kissan, Heinz, Druk, Cremica
4.	Oil	Sundrop, Godrej, Saffola, Fortune <b>(use of Hydrogenated (vanaspati) oil is prohibited)</b>
5.	Pickle	Mother's, Pravin, Priya, Bedekar, Nilon's
6.	Aata	Ashirvad, Pillsbury, Annapurna
7.	Instant Noodles	Nestle, Top Ramen
8.	Butter	Amul, Mother dairy
9.	Bread	Modern, Kwality, Wibs, Britannia
10.	Jam	Kisan, Mapro, Druk, Nestle
11.	Ghee	Amul, Mother Dairy, Britannia, Gits, Everyday
12.	Shrikhand	Amul
13.	Cow Milk	Purabi, Amul, Mother Dairy, Govardhan, GO Milk, Heritage, Good life(Nandini)
14.	Paneer	Amul, Mother Dairy
15.	Tea	Brooke bond, Lipton, Tata, Taaza, Taj Mahal
16.	Coffee	Nescafe, Bru, Nestle
17.	Ice Cream	Amul, Mother Dairy, Kwality, Natural's
18.	Soya	Nutrella
19.	Frozen Peas	Safal (offseason), Al kabeer, Mother Dairy
20.	Cheese	Amul, Mother Dairy, Britannia
21.	Rice	Sona Masuri, Joha, Ponni, Molakolukulu, Laxmi Bhog, HMT
22.	Curd*	Amul, Mother dairy, Purabi, Heritage

\* Decision of providing Curd of specific brand entirely depends on the MMC's decision.

**Note:** In the case of specific brands for any other items not mentioned in the contract (or) unavailability of the brands in the market mentioned in the above Table 5, the caterer can use any other FPO approved brands only if permitted by the MMC, in writing.

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

Date:  
Place:

Signature of Caterer  
along with official seal and address

**Table 6: Price indices for various categories of non-subscribers**

CATEGORY	BREAKFAST	LUNCH AND DINNER	SPECIAL DINNER
Students and Project staff of IIT - Ghy	Rs. 19 /-	Rs. 28 /-	RS. 70 /-
Faculty of IIT Guwahati*	Rs. 19 /-	Rs. 28 /-	RS. 70 /-
Any Other Guests	Rs. 25 /-	RS. 35 /-	Rs. 80 /-

\* Expenditure details related to faculty dining in the mess are to be provided to the Students' Affairs section within five working days of the following month.

**Table 7: Details of Working Staff in the mess**

Designation	Category	Strength required in various hostels			Total
		Siang, Kapili, Dihing, Manas, Dhansiri, Dibang	Kameng, Umiam, Barak, Subansiri, Lohit	Brahmaputra	
Manager	Highly skilled	1	1	2	13
Head Cook	Skilled	2	2	3	25
Supervisor	Semi-skilled	1	1	2	13
Sub Cooks	Semi-skilled	2	3	5	32
Servers	Un-skilled	5	7	13	78
Cleaners	Un-skilled	7	8	15	97
<b>Total Strength of the Working Staff</b>		18	22	40	258

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

Date:  
Place:

Signature of Caterer  
along with official seal and address

### Annexure - 3

(Maintenance of kitchen equipment)

Approximate details of kitchen equipment available in various hotels and the respective AMC details are provided in the following tables. Details related to Lohit *hostel* will be provided as and when the equipment is procured. Unit AMC price is finalized by the Institute maintenance cell. As and when new types of equipment (which are not available at present) are added the corresponding AMC unit price will be finalized by the maintenance cell.

AMC for Kitchen Equipment Installed in Brahmaputra Hostel

Sl. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	4	3700.00	482.85	4182.85	16731.40
2	Potato Peeler	2	2500.00	326.25	2826.25	5652.50
3	Mixer Grinder	2	3100.00	404.55	3504.55	7009.10
4	Dough Kneader	2	3100.00	404.55	3504.55	7009.10
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10
6	Gas Burner	4	3720.00	485.46	4205.46	16821.84
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	1	5000.00	652.5	5652.50	5652.50
8	Kitchen Chimney	0	3700.00	482.85	4182.85	0.00
9	Gas Pipe Line	1	8100.00	1057.05	9157.05	9157.05
10	RV Burner	2	3700.00	482.85	4182.85	8365.70
11	Vegetable Cutting Machine	2	5000.00	652.5	5652.50	11305.00
12	Wet Grinder	2	5000.00	652.5	5652.50	11305.00
13	Authomatic Chapati Machine	1	10000.00	1305	11305.00	11305.00
15	Single Stand Burner	6	1491.00	194.5755	1685.58	10113.45
						<b>122914.74</b>

AMC for Kitchen Equipment Installed in Dibang Hostel

Sl. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	2	3700.00	482.85	4182.85	8365.70
2	Potato Peeler	1	2500.00	326.25	2826.25	2826.25
3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55
4	Dough Kneader	1	3100.00	404.55	3504.55	3504.55
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10
6	Gas Burner	4	3720.00	485.46	4205.46	16821.84
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	1	5000.00	652.5	5652.50	5652.50
8	Kitchen Chimney	0	3700.00	482.85	4182.85	0.00
9	Gas Pipe Line	1	8100.00	1057.05	9157.05	9157.05
10	RV Burner	2	3700.00	482.85	4182.85	8365.70
11	Vegetable Cutting Machine	1	5000.00	652.5	5652.50	5652.50
12	Wet Grinder	3	5000.00	652.5	5652.50	16957.50
13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	0	1491.00	194.5755	1685.58	0.00
						<b>83295.24</b>

AMC for Kitchen Equipment Installed in Siang Hostel

Sl. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	2	3700.00	482.85	4182.85	8365.70
2	Potato Peeler	1	2500.00	326.25	2826.25	2826.25
3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55

4	Dough Kneader	2	3100.00	404.55	3504.55	7009.10
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10
6	Gas Burner	2	3720.00	485.46	4205.46	8410.92
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	0	5000.00	652.5	5652.50	0.00
8	Kitchen Chimney	3	3700.00	482.85	4182.85	12548.55
9	Gas Pipe Line	1	8100.00	1057.05	9157.05	9157.05
10	RV Burner	3	3700.00	482.85	4182.85	12548.55
11	Vegetable Cutting Machine	1	5000.00	652.5	5652.50	5652.50
12	Wet Grinder	2	5000.00	652.5	5652.50	11305.00
13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	0	1491.00	194.5755	1685.58	0.00
						<b>83815.27</b>

AMC for Kitchen Equipment Installed in Kapili Hostel

Sl. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	2	3700.00	482.85	4182.85	8365.70
2	Potato Peeler	3	2500.00	326.25	2826.25	8478.75
3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55
4	Dough Kneader	2	3100.00	404.55	3504.55	7009.10
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10
6	Gas Burner	2	3720.00	485.46	4205.46	8410.92
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	0	5000.00	652.5	5652.50	0.00
8	Kitchen Chimney	3	3700.00	482.85	4182.85	12548.55
9	Gas Pipe Line	1	8100.00	1057.05	9157.05	9157.05
10	RV Burner	2	3700.00	482.85	4182.85	8365.70

11	Vegetable Cutting Machine	1	5000.00	652.5	5652.50	5652.50
12	Wet Grinder	1	5000.00	652.5	5652.50	5652.50
13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	0	1491.00	194.5755	1685.58	0.00
						<b>79632.42</b>

AMC for Kitchen Equipment Installed in Dihing Hostel

Sl. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	2	3700.00	482.85	4182.85	8365.70
2	Potato Peeler	2	2500.00	326.25	2826.25	5652.50
3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55
4	Dough Kneader	1	3100.00	404.55	3504.55	3504.55
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10
6	Gas Burner	2	3720.00	485.46	4205.46	8410.92
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	0	5000.00	652.5	5652.50	0.00
8	Kitchen Chimney	5	3700.00	482.85	4182.85	20914.25
9	Gas Pipe Line	1	8100.00	1057.05	9157.05	9157.05
10	RV Burner	1	3700.00	482.85	4182.85	4182.85
11	Vegetable Cutting Machine	1	5000.00	652.5	5652.50	5652.50
12	Wet Grinder	2	5000.00	652.5	5652.50	11305.00
13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	0	1491.00	194.5755	1685.58	0.00
						<b>83136.97</b>

## PART-A

## AMC for Kitchen Equipment Installed in Umiam Hostel

Sl. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	3	3700.00	482.85	4182.85	12548.55
2	Potato Peeler	2	2500.00	326.25	2826.25	5652.50
3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55
4	Dough Kneader	3	3100.00	404.55	3504.55	10513.65
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10
6	Gas Burner	4	3720.00	485.46	4205.46	16821.84
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	0	5000.00	652.5	5652.50	0.00
8	Kitchen Chimney	3	3700.00	482.85	4182.85	12548.55
9	Gas Pipe Line	2	8100.00	1057.05	9157.05	18314.10
10	RV Burner	3	3700.00	482.85	4182.85	12548.55
11	Vegetable Cutting Machine	1	5000.00	652.5	5652.50	5652.50
12	Wet Grinder	5	5000.00	652.5	5652.50	28262.50
13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	0	1491.00	194.5755	1685.58	0.00
						<b>128854.39</b>

## PART-A

## AMC for Kitchen Equipment Installed in Barak Hostel

Sl. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	2	3700.00	482.85	4182.85	8365.70
2	Potato Peeler	2	2500.00	326.25	2826.25	5652.50
3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55
4	Dough Kneader	2	3100.00	404.55	3504.55	7009.10
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10

6	Gas Burner	3	3720.00	485.46	4205.46	12616.38
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	0	5000.00	652.5	5652.50	0.00
8	Kitchen Chimney	2	3700.00	482.85	4182.85	8365.70
9	Gas Pipe Line	1	8100.00	1057.05	9157.05	9157.05
10	RV Burner	2	3700.00	482.85	4182.85	8365.70
11	Vegetable Cutting Machine	1	5000.00	652.5	5652.50	5652.50
12	Wet Grinder	4	5000.00	652.5	5652.50	22610.00
13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	2	1491.00	194.5755	1685.58	3371.15
						<b>97157.43</b>

**PART-A**

AMC for Kitchen Equipment Installed in Manas Hostel

Sl. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	2	3700.00	482.85	4182.85	8365.70
2	Potato Peeler	2	2500.00	326.25	2826.25	5652.50
3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55
4	Dough Kneader	3	3100.00	404.55	3504.55	10513.65
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10
6	Gas Burner	2	3720.00	485.46	4205.46	8410.92
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	0	5000.00	652.5	5652.50	0.00
8	Kitchen Chimney	4	3700.00	482.85	4182.85	16731.40
9	Gas Pipe Line	1	8100.00	1057.05	9157.05	9157.05
10	RV Burner	2	3700.00	482.85	4182.85	8365.70
11	Vegetable Cutting Machine	1	5000.00	652.5	5652.50	5652.50
12	Wet Grinder	1	5000.00	652.5	5652.50	5652.50



13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	2	1491.00	194.5755	1685.58	3371.15
						<b>87864.72</b>

**PART-A**

AMC for Kitchen Equipment Installed in Kameng Hostel

SI. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	3	3700.00	482.85	4182.85	12548.55
2	Potato Peeler	1	2500.00	326.25	2826.25	2826.25
3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55
4	Dough Kneader	1	3100.00	404.55	3504.55	3504.55
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10
6	Gas Burner	2	3720.00	485.46	4205.46	8410.92
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	0	5000.00	652.5	5652.50	0.00
8	Kitchen Chimney	3	3700.00	482.85	4182.85	12548.55
9	Gas Pipe Line	1	8100.00	1057.05	9157.05	9157.05
10	RV Burner	2	3700.00	482.85	4182.85	8365.70
11	Vegetable Cutting Machine	1	5000.00	652.5	5652.50	5652.50
12	Wet Grinder	1	5000.00	652.5	5652.50	5652.50
13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	0	1491.00	194.5755	1685.58	0.00
						<b>74658.22</b>

**PART-A**

AMC for Kitchen Equipment Installed in Subansiri Hostel

SI. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	3	3700.00	482.85	4182.85	12548.55
2	Potato Peeler	2	2500.00	326.25	2826.25	5652.50

3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55
4	Dough Kneader	3	3100.00	404.55	3504.55	10513.65
5	Milk Warmer	2	2200.00	287.1	2487.10	4974.20
6	Gas Burner	4	3720.00	485.46	4205.46	16821.84
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	0	5000.00	652.5	5652.50	0.00
8	Kitchen Chimney	3	3700.00	482.85	4182.85	12548.55
9	Gas Pipe Line	2	8100.00	1057.05	9157.05	18314.10
10	RV Burner	3	3700.00	482.85	4182.85	12548.55
11	Vegetable Cutting Machine	2	5000.00	652.5	5652.50	11305.00
12	Wet Grinder	2	5000.00	652.5	5652.50	11305.00
13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	0	1491.00	194.5755	1685.58	0.00
						<b>120036.49</b>

**PART-A**

AMC for Kitchen Equipment Installed in Dhansiri Hostel

Sl. No	Item Description	Total Qty	Existing AMC price in INR /year	Add 13.05% Escalation price for the period 01.01.2014	Total AMC cost after adding Esc. Cost	Total Amount for 1 year
1	Bain Marie Hot Case	1	3700.00	482.85	4182.85	4182.85
2	Potato Peeler	1	2500.00	326.25	2826.25	2826.25
3	Mixer Grinder	1	3100.00	404.55	3504.55	3504.55
4	Dough Kneader	1	3100.00	404.55	3504.55	3504.55
5	Milk Warmer	1	2200.00	287.1	2487.10	2487.10
6	Gas Burner	2	3720.00	485.46	4205.46	8410.92
7	Hot Air Ventilation System with Centrifugal Fan 7.5 HP and 10 HP for Brahmaputra and Dibang Hostel	0	5000.00	652.5	5652.50	0.00
8	Kitchen Chimney	3	3700.00	482.85	4182.85	12548.55
9	Gas Pipe Line	1	8100.00	1057.05	9157.05	9157.05

10	RV Burner	2	3700.00	482.85	4182.85	8365.70
11	Vegetable Cutting Machine	1	5000.00	652.5	5652.50	5652.50
12	Wet Grinder	0	5000.00	652.5	5652.50	0.00
13	Authomatic Chapati Machine	0	10000.00	1305	11305.00	0.00
15	Single Stand Burner	2	1491.00	194.5755	1685.58	3371.15
						<b>64011.17</b>



# Terms and Conditions

## Scope of Work

### **1.0 Work to be done**

Periodic servicing of Kitchen equipment such as Bain Marie Hot Case, Dough Kneader, Mixer Grinder, Potato peeler, Gas Burner, Kitchen Chimney, Gas Pipe Line to ensure their proper functioning without break down. Following work is Included in the annual maintenance contract of Bain Marie Hot Case, Dough Kneader, Mixer Grinder, Potato peeler, Gas Burner, Kitchen Chimney, Gas Pipe Line etc.

### **1.1 Bain Marie Hot Case/ Milk Warmer**

Contract shall include the periodic servicing of the said items including providing and fixing of any components of the machine (free of cost) viz. starting capacitor, running capacitor, thermostat, over load relay, selector switch, indicator, Rotary Switch, nuts, bolts, screws or what so ever is required to run the machine in working condition

### **1.2 Dough Kneader/ Mixer Grinder/ Potato Peeler/wet grinder/pulverizer**

Contract shall include the periodic servicing of the said items including providing and fixing of any components of the machine (free of cost) viz., brazing of coils if leaking, Greasing, Rotary switch, nuts, bolts, screws, and Lubricants or what so ever is required to run the machine in working condition.

### **1.3 Kitchen Burner (All Types of Burner including RV, Stand, Dosa Burner etc.)**

Contract shall include the periodic servicing of the said items including providing / fixing of any components of the machine (free of cost) High pressure Gas pipes, Non Return Valve, Needle control Valve. Welding and Painting or what so ever is required to run the machine in working condition.

### **1.4 Kitchen Chimney**

Contract shall include the periodic servicing of the said items including providing and fixing of any components of the machine (free of cost) viz-. Cleaning of exhaust duct, rewinding of Heavy Duty Exhaust Fan/ Duct Motor or what so ever is required to run the machine in working condition.

### **1.5 Gas Pipe Line**

Contract shall include the periodic servicing of the said items including providing and fixing of any components of the machine (free of cost) viz- High Pressure gas regulator, Tee, Elbow, High Density GI Pipes, , Painting of entire Gas pipeline with Highly effective Enamel Paints yearly once is required., High pressure Gas pipes, Non Return Valve, Needle control Valve, Gas Meter, Click on Adapter or or what so ever is required to run the Gas pipe line in working condition.

**1.6 Roti Maker** (Where ever is available). Contract shall include the periodic servicing of the said items including providing and fixing of any components of the machine (free of cost) viz-Motor, Belt, Roller, All mechanical parts , all electrical parts or what so ever is required to run the machine in working condition.

**1.7. Vegetable Cutting Machine:** Contract shall include the periodic servicing of the said items including providing and fixing of any components of the machine (free of cost) viz-Motor, Belt, Roller, All mechanical parts , all electrical parts or what so ever is required to run the machine in working condition.

### **1.8 Work to be carried out on quarterly:**

All works to be carried out as carried out in monthly schedule above and

- a) Oiling of blower motor and ensuring that it is not abnormally heated up and working OK.
- b) Checking of thermostat limits for proper temperature control, in case found defective to be replaced with new one.
- c) Tightening of all electrical connections.

### **2.1 Responsibilities**

- i. The caterer will hand over all the aforesaid items in satisfactory running condition after completion of the contract.
- ii. All the component required for replacement will be of manufacturer's make or of equivalent quality.
- iii. The breakdown maintenance call shall have to be attended within four hours and the machine will have to be set functional within twenty-four hours failing which the firm has to arrange for the alternative system till it is repaired.
- iv. If the contractor fails to maintain the systems regularly the HMC may go for alternate arrangements. The expenditure incurred by the HMC thereof will be recovered from the monthly bills of the caterer.
- v. All materials against replacement shall be new and genuine spare parts.
- vi. Spare parts to be used for replacement or repairing shall be inspected by Engineer –in- Charge, IIT Guwahati and he has power to except or reject the materials used for replacement or repairing.
- vii. All systems will have to be overhauled once in a Month.
- viii. Monthly preventive maintenance for all equipment will be done at the end of every month. On the basis of the PM report the RA Bill be released.
- ix. All General terms & conditions of contract as followed by the Institute shall also be applicable in this work.
- x. Monthly feedback form (Proforma-1) along with PM report should be submitted by each contractor to the Maintenance Section.
- xi. Monthly preventive maintenance for all equipment will be completed at the end of every month.
- xii. On the basis of the Feedback form (Proforma-1), and PM Report (Proforma-2), the RA Bill may be released. Any discrepancy found in the said reports may enforce of penalty.



## Proforma- 1

# INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

## PERFORMANCE FEEDBACK

### SERVICE WORKSHEET

HOSTEL:

EVALUATION PERIOD:

WORK:

ORDER NO.

Caterer Name:

DATE:

Please complete this worksheet for the evaluation of Performance of the Contractor during the AMC period .To develop better service delivery regarding the attached performance factors, replaced items quality, and priority work related to each performance factor.

PERFORMANCE FACTOR	FEEDBACK
1. Response Time-	Excellent____ Good____ Poor____
2. Resolution Time –	Excellent____ Good____ Poor____
3. Quality of Replaced Items -	Excellent____ Good____ Poor____
4. Quality of Work -	Excellent____ Good____ Poor____

Signature of the Maintenance Secretary

Signature of Caretaker with Seal

Signature of Warden/Head



## Proforma- 2

Preventive Maintenance Sheet (This Report to be signed twice in a month and submit to Maintenance Cell)

Sl.no	Hostel Name	Item Description	Qty	Working	Not Working	Remarks
01						
02						
03						
04						
05						
06						
07						

Signature of the Maintenance Secretary

Signature of the Caterer

Signature of Caretaker

Signature of Warden/ Head