

**Invitation of Expression of Interest (EOI) for hiring of Small Café Services @ R&I Park,
IIT Delhi**

FITT, IIT Delhi invites parties for Hiring of Café Services contract for a period of 2 years at designated spaces

Vendors having the required capability and possessing relevant experience and eligibility criteria may respond to the EOI and should submit supporting documents in respect of eligibility criteria within 10 calendar days from publication date on FITT Website.

Bidders are required to submit their prices (inclusive of taxes and fixed margins towards space costs (mentioned in conditions hereunder) along with their intent to provide café services at R&I Park. The applicant should provide prices for the fixed items on the menu shared (Annex 1) and express ability to serve additional items as and when asked. The menu may be reviewed by officials of FITT from time to time and changes, if any, are to be followed by the contractor.

EoIs should reach fitt00070@fitt.iitd.ac.in or fitt00140@fitt.iitd.ac.in latest by May 15, 2022

Or

**The Secretariat
R&I Park
Indian Institute of Technology Delhi
Hauz Khas
New Delhi -110016**

Note: Interested bidders to note that there will be no extension of due date. Queries can be e-mailed to following address.

Email: fitt00070@fitt.iitd.ac.in; fitt00140@fitt.iitd.ac.in

For detailed EOI please visit our website: <https://fitt-iitd.in/>

Terms & Conditions

The following Terms & Conditions are broadly applicable:

- 1) Applicant is expected to maintain high standards of services, therefore previous experience of running such café is desirable.
- 2) Contractor should comply and take interest of demonstrating business continuity as per ISO 22000 along with an office setup including all accessories such as computers etc. within mobilization period on award of the contract. All licenses from fssai are to be procured by the contractor.
- 3) The contractor has to maintain the hygiene in & around R&I Park. FITT may conduct surprise inspection through the qualified doctor or / and agency. In case of any abnormality,

the action may be taken on the contractor for appropriate penalty or / and termination of contract.

- 4) Broad Scope of Work for providing Food / Kitchen Services is as under:
 - i) Rates quoted for food items will be fixed for the period of the contract
 - ii) Prior approval of the R&I Secretariat shall be necessary for introduction or deletion of any new item on the Menu
 - iii) Each item shall be of the approved quality. The Contractor shall also stock branded and / or proprietary food items and beverages for sale at the Canteens.
 - iv) Pre-decided alongwith FITT, few pre-packed products i.e. dry fruits, biscuits, wafers, packaged drinks shall be kept available at all times, in sufficient quantities.
 - v) The C block dispensing zone is on self-service basis. However, the Contractor shall arrange to serve at the offices, common rooms and also manage staff to clean counters, vessels and other miscellaneous areas.
 - vi) FITT/R&I Secretariat officials shall have the right to inspect the quality of the food being served at the café on the basis of hygiene, taste, nutrition, contents and as per contract terms.
 - vii) In case of emergencies or extreme climatic conditions, contractor should stock the required provisions for catering & housekeeping services for a minimum of 1 week time or more as prescribed.
 - viii) The Contractor shall provide sufficient quantity and high quality (best brand) utensils, crockery, cutlery and other consumables at his own cost. The quality and quantity of the cutleries, utensils, crockery, etc. will be approved by FITT/ R&I secretariat.
 - ix) The Contractor shall ensure due legal compliance in respect of all relevant acts in vogue including but not limited to minimum Wages Act, PF Act, Gratuity Act, Bonus Act, Profession Tax Act and workmen compensation Act, ESI, child labour, inter-state migrant acts, any other act as and when applicable by central / state govt and also as applicable for R&I Park.
 - x) Contractor shall obtain necessary license/permission/registration that is statutorily required prior to the commencement of work for operating Canteens. Contractor shall submit the copy of the license / permission and registration certificate to FITT/ R&I Secretariat.
 - xi) Failure to comply with necessary License / permission / registration requirements shall be considered as breach of Contract.
 - xii) All cleaning materials that are required to maintain hygiene including but not limited to cleaning liquid, mops, brushes, detergent and cleaning agent, brooms to be procured by Contractor at their own expense.
 - xiii) Contractor shall keep the Canteen counters open as per the schedules specified by R&I Secretariat from time to time.
 - xiv) Contractor shall procure and use groceries, vegetables, oil and other raw materials and consumables of reputed brand only, where ever applicable, at its own cost and expenses.
 - xv) Sorted out fresh perishable items including vegetables shall be kept neatly arranged in crates. Contractor shall ensure that the food materials and consumables used shall be with necessary certification from *fssai*, Agmark, FPO and ISI where ever applicable.

- In other words, the raw material should meet highest quality standards. The cooking oil shall not be reused for any purpose.
- xvi) Use of any chemical enhancers, preservatives or artificial colour in any of the food preparation is strictly prohibited.
 - xvii) Use of cooking gas is prohibited inside the premises. Electrical Supply in Cafeteria on 3rd floor, for cooking purposes, shall be supplied by R&I Park secretariat.
 - xviii) Contractor shall not take out any material from the premises unless accompanied with proper delivery challan, duly signed by R&I Secretariat/FITT officials.
 - xix) Contractor shall undertake that no part of the R&I Park premises shall be used for residential purpose for its employee.
 - xx) The Contractor shall maintain all the equipment and accessories provided by R&I Park/FITT in good working condition. The Contractor shall bear all expenses incurred for upkeep & maintenance of these items / equipment. If in case the equipment is beyond repair, Contractor shall make full failure report of the same equipment and get it approved from R&I Park secretariat. However, in such matters, the decision of the secretariat shall be final and binding to the Contractor.
 - xxi) All collections shall be routed through R&I Park account. After taxes and a fixed percentage of bill amount (12%), towards electricity, fixtures and other offerings, the balance shall be transferred to the contractor upon production of a valid invoice.
 - xxii) Contractor shall submit Daily Report to R&I park secretariat's officials. The format of this report will be mutually agreed upon separately after awarding the contract.
 - xxiii) In the event of any strike/ bandh or any such untoward incidents beyond the control of R&I Park/FITT, the Contractor shall not claim for any compensation from of R&I Park/FITT for the unused food items and / or for loss of earning. In such situation, the of R&I Park/FITT shall not be held responsible for its inability to conduct normal operations.
 - xxiv) In the event of R&I Park officials rejecting the raw material procured by the Contractor including meals, snacks, drinks etc. or what-so-ever is prepared in the cafe by the Contractor, at any time, the Contractor will not supply the rejected prepared food, drinks, other eateries etc. For such acts, Contractor will be liable for penalty or / and other appropriate action including termination of work.
 - xxv) Left over of cooked vegetables, meals or wet snacks shall not be served in next service.
 - xxvi) In case of food poisoning, all expense shall be borne by Contractor for medical treatment and related claims by the effected persons apart of other appropriate actions.
 - xxvii) Guest record to be maintained by the Contractor. It will be the duty of the Contractor to maintain arrival and departure time & date of guests accommodated in the suites of R&I Park. R&I Park/FITT officials shall guide the Contractor regarding list of the Officers authorized to sign the guest slips along with their attested signature from time to time. The Contractor will claim such expenses along with monthly invoices.
 - xxviii) Contractor will provide ISI standard drinking water bottles (20 Ltrs, 1 Ltr, ½ Ltr, 200 ml etc.) if ordered by R&I Park/FITT as and when required on callout basis. The actual cost of same shall be reimbursed.
 - xxix) Contractor shall ensure to maintain space at his cost for proper rest to their staff during all operations.

- xxx) Contractor, in consultation with R&I Park/FITT officials shall provide decorations and other auxiliaries at their cost on festivals, special occasions and organized events etc.
- xxxi) All monthly invoices to be submitted to R&I Park/FITT for authorization/ certification.
- xxxii) The vendor shall submit the detailed food bill to R&I Park, towards the end of month, alongwith that of miscellaneous utilities like water bottles etc., with clear vetting from the designated incharge at R&I Park.

INDICATIVE TIMINGS

The Contractor shall provide services at the Food Court and Guest Rooms as per the timings indicated by R&I park secretariat, from time to time.

General Rules of Food Court and Kitchen:

- a) The Contractor shall ensure that food will be protected from contamination and keep at right temperatures as per the industries standard.
- b) Sample food shall be kept for inspection by Contractor at all times. However, it can be picked up from the prepared food items as decided by the inspector designated by R&I Park/FITT
- c) Contractor should also submit monthly Safety, Operation and other audit carried out by their internal team to R&I Park/FITT
- d) Unwillingness/delay in implementation of the directions / suggestions /instructions / orders given by the R&I Park secretariat, will lead to a fine of Rs 1000/-

GARBAGE DISPOSAL

The garbage shall be collected in bags during cleaning and shall be disposed of, by the contractor, outside the premises. Necessary permission for disposal of garbage outside from appropriate authority is the responsibility of contractor. Nothing shall be paid extra by R&I Park/FITT for this to the contractor. The bin shall be supplied by the contractor according to site and work requirement and on direction of R&I Park Officer.

PREFERABLE CRITERIA FOR HIRING OF CATERING SERVICES AT ITEC, SONIPAT

- i) The bidder (i.e. Single bidder / Indian Joint Venture company duly Incorporated) should have minimum 03 (Three) years of experience in providing catering and housekeeping services in Educational Institutions/Private companies of repute requiring high standards of service or hotels with 3 Star or above rating. While reckoning the experience, concurrent experience on more than one contract during same period will be accounted only once. Three year experience requirement refers to length of experience either continuously or cumulatively.
- ii) The bidder should submit copies of respective contracts, along with documentary evidence in respect of satisfactory execution of each of those contracts, in the form of copies of any of the documents (indicating respective contract number and type of services), such as - (i) Satisfactory completion / performance report (OR) (ii) proof of release of Performance Security after completion of the contract (OR) (iii) proof of

settlement / release of final payment against the contract (OR) (iv) any other documentary evidence that can substantiate the satisfactory execution of each of the contracts cited above.

- iii) The bidder should meet the experience criteria detailed above.
- iv) In absence of any past experience as under (i) and (ii) above, the contract may be awarded for a trial period of three months initially and only upon successful culmination of the period, shall be extended for rest of the agreement period.

Annex 1

Rate List

SNACKS	Price (Rs)	SNACKS	Price (Rs.)
Veg Patties		TEA (in disposable glasses)	
Paneer Patties		Kulad Tea	
Samosa		Masala Tea	
Veg Sweet Corn Sandwich (Cold/Grilled)		Coffee	
Veg Mustard Sauce Sandwich (Cold/Grilled)		Pot Of Coffee(2) with cookies	
Paneer Tikka Sandwich (Grilled)		Pot Of Tea (2) with cookies	
Veg Footlong (Cold)			
Hara Bhara Kebab		DRINKS	
Veg.Cheese Sandwich		Lassi	
Bun Maska		Packaged drinks	
Chocolate Muffin			
Paneer Momos 10 Pcs			
Cocktail Samosa			
Salad-1			
Salad-2			

Hi-Tea charges

	15 pax	16-25 pax	26-35 Pax	36-50 Pax	51-80 Pax	➤ 81 Pax ➤ (per plate)
Tea + Coffee + Cookies						
Tea + Coffee + Cookies + 2 items						
Tea + Coffee + Cookies + 4 items						

Additional Items: Papri Chaat, Gujji Chaat, Gol Gappa, Bharva Gol gappa, Dokla, Khandvi, Spongy rasgulla, Hot Gulab Jamun, Bhel Puri, Poha, Idli, Vada, Dahi Kebab

1. All prices inclusive of GST @ 5%
2. All prices inclusive of 12% margin for R&I Park (towards maintenance, utilities etc.)
3. Revenue to be collected by FITT
4. Invoice to be raised to FITT on monthly basis, for the items supplied towards consumption by users of R&I Park.