

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH
GOREGAON (EAST), MUMBAI**

TENDER DOCUMENT FOR

Annual Contract for Running Student Mess Facilities at IGIDR

NIT No: IGIDR/Tender/2026/ED/16 Date: 14.07.2026

Bid Publishing Date	14.07.2026
Pre-bid meeting	20.07.2026 at 11:30 A.M. at IGIDR, Goregaon (E), Mumbai campus
Venue	IGIDR Campus, Mumbai
Bid Submission End Date	28.07.2026 at the End of the Day
PQ/Technical Bid Opening Date	29.07.2026 at 03:00 P.M.
Presentations by Technically Qualified bidders	The date will be intimated to bidders
Financial Bid Opening Date	The date will be intimated to qualified bidders

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film City Road, Santosh Nagar, Goregaon (East), Mumbai-400065.

Telephone: 022 6909 6200 / 570 / 513. Fax: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

“NAME OF THE WORK: Annual Contract for Running Student Mess Facilities at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065.”

1. The Institute invites bids from reputed/qualified vendors/contractors/service providers for the following services:

Name of work	Period of contract	EMD
(1)	(2)	(3)
Annual Contract for Running Student Mess Facilities at IGIDR	1 Year (Extendable for a further two years)	Rs. 1,00,000.00

2. The proposed mess system is intended primarily for hostel students through a structured meal service model consisting of breakfast, lunch, evening snacks, and dinner. Faculty, staff, and visitors may avail the facility on a pay-per-meal basis, subject to the Institute’s guidelines.
3. The tenders are being invited for the above-mentioned work. The Institute reserves its right to award the work to the successful bidder.
4. The bidder has to submit an Earnest Money Deposit of **Rs. 1,00,000/- (Rupees One Lakh only)** (EMD) along with the bid.
5. The tender bids in two bid systems are invited through two separate Emails to tender@igidr.ac.in: **“Email-1: EMD and Pre-qualification/Technical Bid”** and **“Email-2: Financial bid”**. The subject of the email should be mentioned as **“Email-1: EMD and Pre-qualification/Technical Bid for Annual Contract for Running Student Mess Facilities at IGIDR”** and **“Email-2: Financial Bid for Annual Contract for Running Student Mess Facilities at IGIDR”** respectively. **All the bid documents should be attached as a PDF document or a zip file protected with a password.**
6. Last date of submission of the tender document shall be **on 28th July 2026, by the End of the day.**
7. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.
8. Before submitting the bid, the intended bidder, after taking prior appointment with the Institute, must visit the Institute’s campus to familiarize themselves with the scope, nature, kitchen infrastructure, dining facilities and operational requirements of the work

REGISTRAR

SECTION – A*

LETTER OF OFFER

Date _____

To,
The Registrar,
Indira Gandhi Institute of Development Research,
Gen. A.K. Vaidya Marg, Film City Road
Goregaon (East), Mumbai 400065.

Subject: Tender for Annual Contract for Running Student Mess Facilities at IGIDR Campus, Mumbai

Reference: NIT No. IGIDR/Tender/2026/ED/16 Date: 14.07.2026

Dear Sir,

With respect to your above-mentioned tender, I / We hereby submit my / our tender bid in the required format along with my/our Profile and supporting documents as prescribed in the tender document.

I/We have deposited an Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees One Lakh Only) through NEFT/DD/FDR/BG or submitted a valid MSME exemption certificate, wherever applicable. The EMD shall not bear any interest.

Should this bid be accepted, and I/We fail to execute the Contract when called upon to do so by the Institute, I/We hereby agree and acknowledge that the said EMD shall stand forfeited by IGIDR.

Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the Contract and in the event of default thereof, I/We agree that the EMD shall stand forfeited.

I/We have carefully gone through all the terms and conditions of the tender document and agree to abide by the same without any alterations or modifications.

I/We further certify that all information furnished in the tender documents is true and correct to the best of my/our knowledge and belief and in the event of any information being found false or misleading, the Institute shall have the right to reject the bid or terminate the Contract without prejudice to any other right and remedy available to the Institute under law.

Yours faithfully,

Authorized Signatory
Name, Designation & Seal of the Bidder

**To be submitted on the letterhead of the Bidder with signature and stamp.*

SECTION – B
GENERAL INSTRUCTIONS TO BIDDERS

The tender bid shall be addressed to the Registrar, Indira Gandhi Institute of Development Research (IGIDR), Goregaon (East), Mumbai – 400065 and superscripted as: “Tender for Annual Contract for Running Student Mess Facilities at IGIDR Campus.”

1. The bidder shall submit an Earnest Money Deposit (EMD) of **Rs. 1,00,000/- (Rupees One Lakh Only)** through NEFT/DD/FDR/Bank Guarantee in favour of “Indira Gandhi Institute of Development Research, Mumbai”.

The EMD may be remitted to the following bank account:

- Account Name: Indira Gandhi Institute of Development Research
- Account Number: 010220100010001
- IFSC Code: BKID0000102
- Bank Name: Bank of India
- Branch: IGIDR Branch

The UTR number/details, along with proof of transaction, shall be enclosed as part of the tender document submitted by the bidder. The EMD shall not carry any interest.

2. Bidders registered under **MSEs**, wherever applicable and eligible under the Government of India procurement guidelines, may claim exemption from submission of EMD, subject to submission of a valid supporting registration certificate/documents along with the tender document.
3. The bidder shall carefully examine all instructions, terms and conditions, specifications, operational requirements and other details contained in the tender document before submission of the bid. Failure to furnish any information or submission of incomplete bids may result in rejection of the bid.
4. Conditional bids or bids containing deviations from the tender terms and conditions are liable to be rejected.
5. The tender shall be submitted under a Two-Bid System through separate emails to tender@igidr.ac.in as under:

- Email-1: EMD & Pre-Qualification/Technical Bid
- Email-2: Financial Bid

The subject line of the respective emails shall clearly mention:

- “Email-1: EMD & Pre-Qualification/Technical Bid for Annual Contract for Running Student Mess Facilities at IGIDR Campus”
- “Email-2: Financial Bid for Annual Contract for Running Student Mess Facilities at IGIDR Campus”.

All bid documents shall be submitted in PDF format or compressed ZIP file format.

In case the bidder is unable to attach the complete bid documents in a single email due to file size limitations, the bidder may submit the bid documents in multiple emails. In such cases, the subject line shall clearly indicate the part number, such as:

- Part-I
 - Part-II
 - Part-III
- etc.

The bidder shall ensure that all parts/files of the bid are properly submitted before the prescribed deadline. IGIDR shall not be responsible for incomplete submission of bid documents due to improper transmission or missing attachments.

6. The Financial Bid shall not contain any technical or commercial conditions other than those prescribed in the tender document. Conditional financial bids are liable to be rejected.
7. All required documents forming part of the bid shall be duly scanned and either merged into a single PDF file or compressed into a single ZIP file and attached to the respective emails.

The Financial Bid shall be submitted separately in PDF format and protected with a password. The password for opening the Financial Bid shall be shared by the bidder only at the time of Financial

Bid opening through the online meeting/link communicated by the Institute to the technically qualified bidders.

The bidder shall keep the password confidential and ensure its availability during the Financial Bid opening process. Failure to provide the password at the time of Financial Bid opening may result in rejection of the Financial Bid.

The Institute shall not be responsible for corruption of files, unreadable attachments, incorrect password submission, incomplete uploads, or technical issues arising from improper submission of bid documents by the bidder.

8. The bidder shall ensure that the Financial Bid is not disclosed in the Technical Bid/Pre-Qualification documents. Any such disclosure may lead to the disqualification of the bidder.
9. The bids shall be received up to 28th July 2026 by the end of the day. No bid shall be accepted after the prescribed date and time under any circumstances whatsoever.
10. The time recorded on the official email server/system of the Institute shall be treated as final for determining the deadline for submission of bids.
11. The email containing “EMD & Pre-Qualification/Technical Bid for Annual Contract for Running Student Mess Facilities at IGIDR” shall be opened by the Tender Opening Committee on **29th July 2026 at 03:00 P.M.** through an online meeting platform.

The online meeting link/details shall be communicated separately to the participating bidders.

In the event of a holiday being declared by the Government on the scheduled date of bid opening, the bids shall be opened on the next working day at the same time. The bidders or their authorized representatives may participate in the online bid opening process. The decision of IGIDR regarding the evaluation and opening process shall be final and binding on all bidders.

12. The Financial Bids of only those bidders who qualify in the Pre-Qualification/Technical Evaluation stage shall be opened on a date and time to be communicated separately by the Institute to the technically qualified bidders, along with the online meeting link/details.

The Financial Bid shall be submitted in password-protected PDF format. The bidder shall provide the password for opening the Financial Bid during the online Financial Bid opening process as and when requested by the Institute.

In the event of failure of the bidder to provide the correct password for opening the Financial Bid during the bid opening process, the Financial Bid shall not be considered and the bid shall be treated as rejected.

No request for reopening, reconsideration, or resubmission of the Financial Bid shall be entertained thereafter.

The Financial Bid opening process may be recorded/documented by the Institute for transparency and administrative purposes.

13. The bid r submitted by the bidder shall remain valid for acceptance by the Institute for a period of 120 days from the date of opening of the Technical Bid. The validity period may be extended by mutual consent of both parties. During the validity period, the bidder shall not withdraw, modify, or revoke the bid.
14. In the event of withdrawal or modification of the bid during the validity period, the EMD may be forfeited by the Institute.
15. The bidder shall use only the formats/forms prescribed by the Institute for submission of the bid, including the Technical Bid and Financial Bid formats. Any unauthorized alteration, modification, overwriting, conditional insertion, or tampering in the tender forms/documents may render the bid liable for rejection at the sole discretion of the Institute.
16. The bid document and all supporting documents submitted by the bidder shall be in English.
17. If any required document is found missing, incomplete, unsigned, or improperly submitted, the bid may be rejected by the Institute at its sole discretion.
18. Rates shall be quoted both in figures and in words in the prescribed format. In case of any discrepancy between the rates quoted in figures and words, the rates quoted in words shall prevail. Overwriting, erasures, or corrections in the Financial Bid are not permitted. Any correction, if unavoidable, shall be duly authenticated by the authorized signatory of the bidder.
19. Conditional rates or conditional Financial Bids shall not be accepted.
20. No request for revision, alteration, or modification of rates shall be entertained after opening of the Financial Bid.

21. All pages of the bid document and supporting documents submitted by the bidder shall be duly signed and stamped by the authorized signatory of the bidder in token of having carefully read, understood and accepted the terms and conditions, specifications, scope of work and other provisions contained in the tender document.
22. Bids not accompanied by the prescribed Earnest Money Deposit (EMD), wherever applicable, shall be liable for rejection.
23. The EMD of unsuccessful bidders shall be returned without interest after completion of the tender process and finalization of the contract.
24. The EMD of the successful bidder may be retained and adjusted towards the Performance Security Deposit, subject to the terms and conditions of the contract.
25. No interest shall be payable by the Institute on the EMD or Performance Security Deposit.
26. The successful bidder shall furnish the prescribed Performance Security Deposit within the stipulated period as specified by the Institute.
27. The Performance Security Deposit shall be liable for forfeiture, either wholly or partly, in the event of:
 - failure to execute the agreement,
 - failure to commence the work,
 - breach of contract conditions,
 - violation of statutory provisions,
 - unsatisfactory performance,
 - abandonment of work,
 - or termination of contract due to default on the part of the contractor.

The decision of the Institute regarding forfeiture of EMD/Performance Security Deposit shall be final and binding.
28. The Institute reserves the right to accept or reject any bid, either wholly or partly and/or annul the tender process at any stage without assigning any reason whatsoever. The Institute shall not be bound to accept the lowest bid or any bid merely on the basis of the rates quoted and the decision of the Institute in this regard shall be final and binding on all bidders.
29. Upon receipt of the Letter of Acceptance/Work Order from the Institute, the successful bidder shall execute a formal agreement with the Institute within 7 (seven) days or within such extended period as may be permitted by the Institute.

The agreement shall be executed on non-judicial stamp paper of appropriate value as per applicable laws, and the cost of stamp duty and execution thereof shall be borne by the successful bidder.

The tender document, Letter of Acceptance/Work Order, bid submitted by the successful bidder and subsequent communications issued by the Institute shall form an integral part of the agreement.

Failure of the successful bidder to execute the agreement or commence the work within the stipulated time may result in cancellation of the award of work and forfeiture of the EMD/Performance Security Deposit without prejudice to any other action available to the Institute under law.
30. The successful bidder shall not assign, transfer, sublet, or otherwise part with the contract or any portion thereof without prior written permission of the Institute.
31. The rates quoted by the bidder shall be inclusive of all statutory and contractual obligations, including, but not limited to:
 - Minimum wages,
 - Provident Fund (PF),
 - Employees' State Insurance (ESIC),
 - Maharashtra Labour Welfare Fund (MLWF),
 - Bonus,
 - Leave wages/leave reserve/leave encashment,
 - Reliever charges,
 - Overtime liability, wherever applicable,
 - Uniforms,
 - Safety items such as gloves, caps, shoes, aprons, etc.,
 - Administrative charges,
 - Management/service charges,
 - Insurance,
 - Transportation,

- Loading/unloading,
 - and all other incidental expenses required for proper execution of the contract.
32. The rates quoted by the bidder towards administrative charges, service charges, contractor profit and other non-statutory components shall remain firm during the contract period and shall not be subject to escalation or variation.
- However, any increase or decrease in statutory minimum wages, Variable Dearness Allowance (VDA), Provident Fund (PF), Employees' State Insurance (ESIC), or other statutory labour-related components notified by the Government during the contract period shall be considered for proportionate reimbursement/adjustment, subject to submission of documentary proof and verification by the Institute.
- Such reimbursement/adjustment shall be restricted only to the Institute-approved reimbursable manpower component and shall not apply to contractor profit, management charges, overheads, administrative charges, or other non-statutory components.
- Any claim towards statutory revision shall be supported by Government notifications, wage registers, salary disbursement proof, PF/ESIC challans and such other documents as may be required by the Institute.
33. The rates quoted by the bidder shall be inclusive of applicable GST and all other taxes, duties, cess, levies and statutory charges imposed by the Central Government, State Government, or local authorities, wherever applicable.
34. The bidder shall clearly indicate the applicable GST rate separately in the Financial Bid format.
35. Any change in statutory taxes during the contract period shall be regulated as per applicable Government rules and documentary proof.
36. **The intending bidders are advised to visit the Institute campus and acquaint themselves with the site conditions, kitchen infrastructure, dining facilities, storage arrangements, operational requirements and scope of work before submission of the bid.**
- The bidders may seek clarifications regarding the tender document or operational requirements from the Administration Section of the Institute during working hours with prior appointment.** The contact details and schedule for site visit/pre-bid clarification, if any, shall be communicated separately by the Institute.
37. A Pre-Bid Meeting shall be conducted on **20th July 2026 at 11:30 A.M.** through physical/online/hybrid mode as decided by the Institute.
- The bidders may seek clarifications regarding the tender conditions, scope of work, manpower deployment, billing mechanism, statutory compliance requirements and related operational matters during the Pre-Bid Meeting.
- The clarifications, amendments, corrigendum, or decisions issued by the Institute pursuant to the Pre-Bid Meeting shall form part of the tender document and shall be binding on all bidders.

I/We hereby declare that I/we have carefully read, understood and accepted the above instructions, terms and conditions and agree to abide by the same.

Date:

Signature of Authorized Signatory

Name:

Place:

Designation:

Seal of the Bidder:

SECTION - C

GENERAL TERMS AND CONDITIONS

1. The bidders are advised to visit the Institute campus and work sites before submission of the bid. A site visit certificate shall be issued by the Institute after the visit and the same shall be attached with the Pre-Qualification/Technical Bid. Non-submission of the site visit certificate may be considered during technical evaluation.
2. **Period of contract:** The contract shall initially be awarded for a period of **1 (one) year** from the date of commencement of services and may be extended for a further period of up to 2 (two) years, one year at a time, subject to satisfactory performance, statutory compliance, service quality and approval of the competent authority of the Institute.
3. **Performance Security Deposit (PSD):**
 - a. The successful bidder shall submit a Performance Security Deposit (PSD) of Rs. 5,00,000/- (Rupees Five Lakh Only) through NEFT/DD/FDR/Bank Guarantee from a Public Sector Bank or a Scheduled Bank authorized to conduct Government business within 15 days from the date of issuance of the Letter of Acceptance/Work Order.
The Performance Security Deposit shall remain valid up to 60 days beyond the completion/expiry of the contract period.
 - b. The Institute shall have the right to adjust, recover, or encash the Performance Security Deposit towards any financial loss, damages, statutory liabilities, penalties, recoveries, or dues arising out of violation of contract conditions or non-performance by the contractor.
In the event that the liabilities exceed the amount of the Performance Security Deposit, the Contractor shall be liable to pay the balance amount to the Institute within 15 days from the date of demand notice issued by the Institute, failing which the same shall attract interest @10% per annum.
4. **Termination of Contract:** The contract may be terminated by either party by giving 2 (two) months' prior written notice. However, the Institute reserves the right to terminate the contract forthwith or with shorter notice in the event of:
 - a. deterioration in food quality, hygiene, cleanliness, or services,
 - b. violation of statutory provisions or labour laws,
 - c. non-payment of wages/statutory dues,
 - d. deployment of insufficient manpower,
 - e. misconduct by deployed personnel,
 - f. safety or health concerns,
 - g. repeated complaints,
 - h. breach of contract conditions,
 - i. or any act considered detrimental to the interests, safety, health, or welfare of the Institute and its users.The decision of the Institute in this regard shall be final and binding.
5. **Insurance Clause:** The contractor shall be solely responsible for any loss, damage, accident, injury, or death caused to persons, employees, Institute property, or third parties arising out of or in connection with the execution of the contract, negligence, omission, misconduct, or non-compliance by the contractor or its deployed personnel.
The contractor shall maintain valid insurance coverage, including Workmen Compensation Insurance/Employee Compensation Insurance and any other insurance required under applicable laws, at its own cost unless otherwise specifically provided in the contract.
The contractor shall indemnify and keep indemnified the Institute against all claims, damages, losses, compensation, penalties, expenses, or legal liabilities arising out of the performance of the contract.
6. **Legal dispute and Arbitration:** In the event of any dispute, difference, or claim arising out of or relating to the contract, the parties shall first attempt to resolve the matter amicably through mutual discussions.
Failing such resolution, the dispute shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and amendments thereof.

The arbitration shall be conducted by a sole arbitrator mutually appointed by the parties. In the event of failure to mutually agree upon the arbitrator, the appointment shall be made in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and amendments thereof.

The seat and venue of arbitration shall be Mumbai.

The arbitration proceedings shall be conducted in the English language and the courts at Mumbai shall have exclusive jurisdiction in all matters arising out of the contract.

The award passed by the Arbitrator shall be final and binding upon both parties.

7. **Payment terms:**

Payment shall be made to the contractor after successful completion of the month, within 15 days of submission of the certified invoice along with supporting documents as mentioned in point serial no.12.

8. **Inspection and Quality Monitoring:** Authorized representatives of the Institute, including authorized student representatives nominated by the Institute, may carry out periodic inspections and surprise checks to monitor the quality of food, services, hygiene, cleanliness, manpower deployment and overall mess operations. The Institute may also conduct surprise food quality checks, sampling, hygiene inspections, laboratory testing, or audits through FSSAI or any other recognized Government/approved third-party agency, whenever considered necessary.

The contractor shall fully cooperate during such inspections and shall immediately comply with the observations, corrective measures, or directions issued by the Institute from time to time.

9. **Indemnity:** The contractor shall indemnify, defend and keep indemnified the Institute, its officers, employees, students and representatives against all losses, damages, claims, liabilities, penalties, actions, proceedings, costs, or expenses arising out of:

- breach of contract conditions,
- negligence,
- misconduct,
- violation of statutory provisions,
- non-compliance with labour laws,
- accident/injury/death of deployed personnel,
- damage to property,
- or any act or omission on the part of the contractor or its deployed personnel.

The contractor shall comply with all applicable laws, rules, regulations, Government notifications, labour laws, safety requirements and statutory obligations during the contract period.

10. The contractor shall not employ child labour or any person prohibited under applicable laws.

11. The contractor shall ensure disbursement of wages/salaries to all deployed personnel only through bank transfer into their respective bank accounts on or before the 7th day of every month.

In case the 7th day falls on a Sunday, bank holiday, or public holiday, the payment of wages shall be made on the immediately preceding working day.

Delay in payment of wages/salaries beyond the prescribed period shall attract a penalty of Rs. 1,000/- per day for each day of delay, which may be recovered from the monthly bill and/or Performance Security Deposit of the contractor, without prejudice to any other action under the contract or applicable laws.

12. The contractor shall submit along with the monthly bill all statutory compliance documents relating to the previous month, including but not limited to:

- PF Challans,
- PF ECR Statements,
- PF Payment Receipts,
- ESIC Challans,
- ESIC Payment Receipts,
- Professional Tax (PT) Challans and Returns,
- Maharashtra Labour Welfare Fund (MLWF) Challans,
- GST Challans,
- GSTR-1/GST Return details,
- Bonus Register,
- ESIC Accident Register,
- Wage Register/Form-II,
- Bank statement/proof of salary transfer to deployed personnel,

- attendance records,
 - and any other statutory compliance documents as required by the Institute from time to time.
- Non-submission or delayed submission of the above statutory compliance documents may result in withholding/rejection of the monthly bill and may also attract penalties as decided by the Institute.
13. The contractor shall deploy suitable, trained, medically fit and verified personnel for execution of the contract and shall submit the details of deployed personnel to the Institute before commencement of services.
- The Institute reserves the right to verify the suitability, conduct, antecedents, hygiene standards and performance of the personnel proposed to be deployed by the contractor and may require replacement of any person found unsuitable for the Institute's operations.
- The contractor may consider engaging existing experienced workmen presently working in the mess/canteen operations, subject to suitability and statutory compliance requirements. However, no such engagement shall confer any right of employment, continuity, absorption, or regularization against the Institute.
14. **Compliance with Institute's rules and regulations:** The contractor and all deployed personnel shall comply with all rules, regulations, instructions, security procedures, safety protocols, entry/exit procedures, identity card requirements, hygiene standards, discipline requirements and operational guidelines prescribed by the Institute from time to time.
- The contractor shall ensure proper conduct, discipline, cleanliness and professional behaviour of the deployed personnel within and around the Institute premises and work locations.
- The contractor and deployed personnel shall observe all safety precautions, fire safety measures, health and sanitation requirements and other regulations applicable to the Institute campus.
15. The contractor shall comply with all applicable labour laws, statutory provisions, Government notifications, rules, regulations, labour codes and other legal requirements in force from time to time in respect of all personnel deployed under the contract.
- The contractor shall be solely responsible for payment of wages, overtime, bonus, leave benefits, weekly offs, statutory contributions, insurance, safety requirements and all other labour-related obligations in accordance with applicable laws.
- The contractor shall ensure timely compliance relating to Provident Fund (PF), Employees' State Insurance (ESIC), Professional Tax (PT), Maharashtra Labour Welfare Fund (MLWF), Minimum Wages and other statutory obligations as applicable.
16. The contractor shall be solely responsible for compliance with all applicable laws, Government rules, statutory requirements and labour regulations during execution of the contract.
- In the event of any loss, damage, penalty, liability, or legal consequence arising due to any act, omission, negligence, or violation on the part of the contractor or its deployed personnel, the contractor shall indemnify and keep indemnified the Institute against all such consequences.
17. The contractor shall obtain and maintain a valid Labour License/Contract Labour License and all other statutory registrations/licenses required under applicable laws during the contract period.
- Wherever applicable under the Contract Labour (Regulation and Abolition) Act, 1970/ Occupational Safety, Health and Working Conditions (OSH) Code, 2020 and related rules/regulations, the contractor shall ensure compliance with the prescribed requirements relating to labour license, deployment strength, statutory records and inspections.
18. **Statutory Compliance and Mandatory Registrations:**
- I. The contractor shall possess and maintain throughout the contract period all valid licenses, registrations, permissions and statutory approvals required for carrying out catering/mess services, including but not limited to:
 - a. FSSAI License,
 - b. GST Registration,
 - c. Labour License,
 - d. Shop & Establishment Registration,
 - e. PF Registration,
 - f. ESIC Registration, and
 - g. any other statutory approvals required under applicable laws.
 - II. The contractor shall ensure periodic medical/health check-up of all deployed personnel, particularly food handlers and kitchen staff, at least once every six months and shall submit copies/reports/certificates to the Institute.

- III. Personnel suffering from contagious, infectious, or communicable diseases shall not be deployed in the Institute premises.
- IV. The contractor shall submit police verification records/details of all personnel deployed at the Institute and shall ensure that no person with adverse criminal background is deployed within the campus.
19. **Authorization and Manpower deployment:** The contractor shall inform the Institute in writing regarding the details of the authorized representatives/persons empowered to:
- submit invoices/bills,
 - sign documents,
 - correspond with the Institute,
 - and collect payments or official communications on behalf of the contractor.
- The contractor shall submit the list/details of all personnel deployed at the Institute premises along with required identification and statutory verification documents as prescribed by the Institute.
- The contractor shall issue identity cards/uniforms to all deployed personnel and ensure that the same are properly displayed/worn during duty hours within the Institute premises.
- Any addition, removal, replacement, or change in deployed manpower shall be informed to the Institute in advance or immediately in case of emergency replacement.
20. **Assignment and sub-contracting:** The contractor shall not assign, transfer, sub-contract, sublet, or otherwise part with the whole or any part of the contract or its obligations without prior written approval of the Institute.
- Grant of such approval, if any, shall be at the sole discretion of the Institute and shall not relieve the contractor from any responsibilities, obligations, liabilities, or performance requirements under the contract.
21. **Canvassing:** Any attempt by a bidder, directly or indirectly, to influence, canvass, interfere, or exert pressure upon the Institute or its officials in connection with the tender process shall lead to disqualification of the bidder from the tender process.
- The decision of the Institute in this regard shall be final and binding.
22. **Rejection clause:** Any bidder/firm which does not fulfil the prescribed eligibility criteria, Pre-Qualification (PQ) requirements, tender conditions, or fails to submit the required documents/information may be liable for rejection of the bid at the sole discretion of the Institute.
23. **Modifications:** Any amendment, modification, addition, deletion, or alteration to the terms and conditions of the contract during the contract period shall be made only through mutual written agreement between the Institute and the contractor.
- Such modifications, if any, shall form part of the contract and shall be binding on both parties.
24. **Interpretation of Contract Documents:** The tender document, special conditions, general conditions, scope of work, schedules, corrigenda, communications and all other documents forming part of the contract shall be read together and construed as complementary to one another.
- In the event of any ambiguity or inconsistency, the interpretation and decision of the Institute shall prevail and shall be binding on the contractor.
25. **Electricity supply:** Electricity required for execution of the contract within the designated mess/kitchen/service areas shall be provided by the Institute without separate recovery, subject to reasonable and authorized usage.
26. **Water supply:** Water required for cooking, cleaning, washing and other authorized mess operations within the designated areas shall be provided by the Institute without separate recovery, subject to reasonable and authorized usage.
27. **Subsidy from the Institute:** The Institute shall provide financial support/subsidy to the contractor towards operation of the Student Mess Facilities as under:
- i. **For Manpower Charges:** Reimbursement equivalent to 50% of the approved statutory manpower cost for the Institute-approved manpower deployment structure, subject to actual deployment, statutory compliance, verification and submission of supporting documents prescribed by the Institute. Consequent to this, the manpower portion of the subsidy shall be released only upon the contractor providing verifiable proof of actual salary payments made to the deployed staff.

For manpower: Reimbursement of **50%** of the actual cost of the manpower paid by the contractor subject to a maximum of **Rs. 2,10,000/- (Rupees Two lakh ten thousand only) per month)** by the Institute.

- ii. **PNG Gas Charges: Reimbursement of 50%** of the actual PNG gas charges **paid to Mahanagar Gas Limited (MGL)**, subject to a maximum of **₹35,000/- (Rupees Thirty-five thousand only) per month** towards authorized Cafeteria and Restaurant Services.

The above reimbursements shall be released only upon submission of the original bills/payment proof and verification by the Institute.

The reimbursement/subsidy shall be processed on a monthly basis, subject to:

- submission of statutory compliance documents,
- wage payment proof,
- attendance/manpower records,
- PNG bills/payment proof,
- and verification by the Institute.

The Institute reserves the right to restrict, withhold, proportionately reduce, or reject the reimbursement/subsidy in case of:

- non-deployment of approved manpower,
- statutory non-compliance,
- submission of incorrect claims/documents,
- poor performance,
- manpower shortage,
- or violation of contract conditions.
- Absenteeism of the staff

The methodology and approved manpower structure for reimbursement shall be as prescribed by the Institute from time to time.

28. **Compliance with Laws and Regulations:** The contractor shall comply with all applicable laws, rules, regulations, Government notifications, statutory requirements, labour laws, food safety standards and other legal obligations relating to execution of the contract during the entire contract period.
29. The contractor shall mandatorily cover all deployed personnel/workers under a valid Employee Compensation/Workmen Compensation Insurance Policy during the contract period.
30. **Selection of Vendor:** The selection of the successful bidder shall be carried out through a Techno-Commercial Evaluation process as detailed in Section D of the tender document. The decision of the Institute in this regard shall be final and binding on all bidders.
31. **Confidentiality and Professional Conduct:** The Service Provider and its personnel shall maintain strict confidentiality in respect of all information, records, documents, data and matters relating to the Institute, its students, faculty members, officers, employees, residents, Guest House occupants, conference delegates, visitors and other authorized users that may come to their knowledge during the course of execution of the contract.
- The Service Provider and its personnel shall not disclose, publish, circulate, reproduce or communicate any such information to any third party without the prior written permission of the Institute, except where required by law.
- The Service Provider shall ensure that its personnel do not take photographs, make audio or video recordings, or use social media or other electronic platforms to publish or circulate photographs, videos or information relating to the Institute premises, official meetings, conferences, Guest House occupants, VIP visits, academic activities or any other Institute event without prior written approval of the Institute.
- The Service Provider shall use any personal or operational information obtained during the execution of the contract solely for the purpose of providing the contracted services and for no other purpose. The obligations relating to confidentiality shall survive the expiry or termination of the contract.
32. **Performance Review and Extension of Contract:** The performance of the Service Provider shall be monitored and reviewed by the Institute from time to time through such mechanism and at such intervals as may be considered appropriate by the Institute. The review may, inter alia, take into

account the quality of food and services, hygiene and sanitation standards, manpower deployment, statutory compliance, customer feedback, complaint handling, operational efficiency, financial discipline and overall performance under the contract.

The Institute may obtain feedback from the Mess Student Committee, students, faculty members, staff, residents, Guest House users and other authorized users of the Students Mess Facilities Services while evaluating the performance of the Service Provider.

The extension of the contract beyond the initial contract period shall be entirely at the discretion of the Institute and shall be subject to satisfactory performance of the Service Provider, continued requirement of the services, compliance with the terms and conditions of the contract and approval of the competent authority.

The Service Provider shall not claim any right or entitlement for extension or renewal of the contract merely on the ground of satisfactory performance or completion of the initial contract period.

33. **Exit Management and Handover:** Upon expiry, termination or non-renewal of the contract, the Service Provider shall peacefully hand over to the Institute the premises, furniture, fixtures, equipment, keys, records, documents and all other Institute property entrusted to it in good condition, subject to normal wear and tear.

The Service Provider shall remove its own personnel, materials, consumables and equipment from the premises within the period specified by the Institute and shall ensure proper cleaning and restoration of the operational areas before handing over possession. The Service Provider shall clear all outstanding statutory dues, wages and other liabilities relating to its personnel and shall submit such records and documents as may be required by the Institute for verification. The Institute shall be entitled to adjust any outstanding dues, damages, penalties, recoveries or other amounts payable by the Service Provider from any pending bills, Performance Security or any other amount payable under the contract. The final settlement and release of the Performance Security shall be subject to satisfactory completion of the handover process and clearance of all contractual obligations.

I/We hereby declare that I/we have carefully read, understood and accepted the above terms and conditions and agree to abide by the same.

Place:

Date:

Signature of Authorized Signatory

SECTION - D

PRE-QUALIFICATION AND TECHNICAL ELIGIBILITY CRITERIA

To be eligible for participation in the tender process, the bidder shall fulfil the following Pre-Qualification and Technical Eligibility Criteria:

Sr. No.	Criteria	Supporting documents / Proof	Remarks by Bidder (Yes/No & Copies Enclosed)
1	The Bidder must be in the Business of Catering/Mess/Food Service Operations for at least three years as of 31.05.2026.	Attach a copy of Shop & Establishment Registration / Udyam Registration / MSME / NSIC / Certificate of Incorporation / Other relevant business registration documents.	
2	The Bidder must have a Valid FSSAI License for catering/mess/ food service operations	Attach Self –attested Copy	
3	Experience in providing similar services in at least one residential educational institutes in the last three years (Completed/Ongoing) bidder should have handled at least 200 persons/students per day in a residential/institutional mess.	Attach Copies of Work Orders/Agreements/Experience Certificates for FY 2023–24, FY 2024–25, and FY 2025–26 along with a satisfactory performance certificate/contact details of the client institution.	
4	PAN	Attach a self-attested copy	
5	GST	Attach a self-attested copy	
6	EMD	Proof of EMD submission / MSE exemption certificate, wherever applicable, along with Bid Security Declaration as per Annexure–III.	
7	The bidder must have an average Annual Turnover of at least 2 Crore during last three financial years ending 31.03.2026.	Attach the audited Balance Sheets or Certificate for FY 2023–24, FY 2024–25, and FY 2025–26 duly certified by a Chartered Accountant. In case audit is not completed a turnover certificate from CA should be submitted.	

8.	The bidder should not have been blacklisted/debarred by any Government Institution/ Autonomous Body/University /Public Sector undertaking during the last five years.	Submit a Self-declaration on the Company Letterhead as per Annexure-A.	
----	---	---	--

In addition to the above mandatory eligibility criteria, preference may be given to bidders having established experience and reputation in institutional catering/mess services and allied food service operations.

The bidders may submit their profile, client testimonials, appreciation letters, quality certifications, operational credentials and other supporting documents along with the Technical Bid for consideration during technical evaluation.

During technical evaluation, emphasis shall be placed on the bidder's experience, operational capability, manpower management, quality assurance systems, food safety standards, service quality and overall ability to provide efficient and high-quality mess services as required by the Institute.

Notwithstanding anything contained in the tender document, the Institute reserves the right to assess the bidder's technical capability, infrastructure, financial strength, operational capacity, past performance and overall suitability to execute the contract in the best interest of the Institute. The decision of the Institute in this regard shall be final and binding on all bidders.

The Technical Evaluation shall be carried out as detailed in Section F (Bid Evaluation System).

The bidder shall submit, along with the Technical Bid, a detailed Proposed Operational Plan for execution of the Mess Services at the Institute covering the following:

- i. Proposed timeline/number of days required for commencement and stabilization of mess service operations at the designated locations.
- ii. Proposed manpower deployment plan indicating role-wise/category-wise staffing structure for efficient operation of the Dining Hall and New Hostel serving facilities.
- iii. Shift-wise manpower deployment, supervision structure, reliever arrangement, weekly off mechanism and operational responsibility matrix.
- iv. List of equipment, utensils, machinery, service items, or infrastructure proposed to be deployed by the bidder in addition to the facilities/equipment provided by the Institute.
- v. Proposed system for complaint handling, feedback collection, grievance redressal, escalation mechanism and response timelines.
- vi. Systems and processes followed for recruitment, training, hygiene management, discipline, health check-up and performance monitoring of deployed personnel.
- vii. Proposed methodology for food preparation, food transportation/service coordination between Dining Hall and New Hostel, replenishment system, hygiene control and quality assurance.
- viii. Value-added services/improvements proposed over and above the minimum scope of work prescribed in the tender document, including menu innovation, special meal themes, festival food arrangements, nutrition initiatives, or student engagement activities.
- ix. Qualifications, experience, specialization and profiles of key personnel, including cooks, supervisors, kitchen managers and other managerial staff proposed for deployment.

Presentations:

Only the Pre-Qualified bidders shall be invited for Presentation and Interaction before the Evaluation Committee of the Institute.

The presentation shall broadly cover the bidder's operational methodology, Biometric attendance system for mess members, manpower deployment strategy, hygiene and quality assurance systems, food service management, complaint handling mechanism, statutory compliance systems and overall approach for efficient management of the Mess Services at the Institute.

The vendor has to submit the hard/ soft copy of the PPT file after the presentation is over.

The Institute reserves the right to evaluate the bidder's operational understanding, preparedness, technical capability and overall suitability during the presentation process.

I/We hereby declare that I/we have carefully read, understood and accepted the above terms and conditions and agree to abide by the same.

Place:

Date:

Signature of Authorized Signatory

Name:

Designation:

Name of Firm/Company:

Seal of the Bidder:

SECTION - E

DETAILED SCOPE OF WORK

INTRODUCTION:

The Indira Gandhi Institute of Development Research (IGIDR), Mumbai, is an advanced research institution established and fully funded by the Reserve Bank of India for carrying out multidisciplinary research on issues relating to economic development and public policy. IGIDR was registered as an autonomous society on 14 November 1986 and as a Public Trust in January 1987.

IGIDR conducts full-time residential academic programmes including Post-Graduate and Ph.D. programmes, requiring students to reside on campus during the programme period. The Institute maintains hostel and dining facilities for resident students within the campus.

The Institute proposes to engage an experienced, professionally managed and financially sound Service Provider for operation and management of Student Mess Services at the Dining Hall (with attached kitchen facility) and serving facility at the New Hostel within the IGIDR Campus, Mumbai.

The scope of services broadly includes preparation and service of breakfast, lunch, evening snacks/tea and dinner for resident students, along with allied mess-related operations including housekeeping of kitchen and dining areas, hygiene and sanitation management, waste disposal, food safety compliance, manpower deployment and other services as detailed in this tender document.

The present approximate student strength availing mess facilities is around 200 students. However, the number of users/meals may vary from time to time depending upon admissions, occupancy, academic schedules, vacations, internships, semester breaks, student preferences and other institutional requirements. The Institute does not guarantee any minimum number of users/meals under the contract.

In addition to regular student mess operations, the Service Provider may also be required to provide catering support for Institute-approved academic programmes, workshops, meetings, conferences, guest services and official events on requirement basis as per the terms and conditions of the contract.

The Service Provider shall ensure efficient, hygienic, safe, student-friendly and uninterrupted mess operations in compliance with applicable food safety standards, labour laws, statutory regulations and directions issued by the Institute from time to time.

1. Catering / Student Mess Services

The services under this contract shall primarily relate to the operation and management of Student Mess Services at the Dining Hall (with attached kitchen facility) and serving facility at the New Hostel within the IGIDR Campus, Mumbai.

The Service Provider shall prepare and serve freshly cooked meals for resident students and authorized users of the Institute in accordance with the approved menu, hygiene standards, food safety requirements and operational guidelines prescribed by the Institute from time to time.

The scope of services shall broadly include preparation and service of meals, deployment of manpower, housekeeping and cleaning of kitchen and dining areas, maintenance of hygiene and sanitation standards, waste disposal and all other allied mess-related services required for smooth and efficient operation of the Student Mess Facilities.

MSc students (approximately 150 students) will be on vacation for about 2 months (June and July) and 15 days in December every year, wherein they would not pay for mess charges. During the said

period only around 50 PhD scholars and other authorized users are expected to remain on campus. Bidders are required to submit their bids after duly considering this significant seasonal variation in occupancy and meal volume. The Institute does not guarantee any minimum number of users/meals under the contract.

Accordingly, reduced manpower deployment (approx. 9 staff) shall be permitted during this low-occupancy period as deemed fit by the contractor, subject to Institute approval and service quality requirements.

The Service Provider shall ensure uninterrupted, hygienic, safe and efficient mess operations throughout the contract period to the satisfaction of the Institute.

Sl. No.	Category of Users	Approximate Strength*	Meal Pattern	Menu Plan	Billing / Subscription Model
1	Resident Students and other authorized users of the Institute	Approximately 200 students per day (actual numbers may vary)	i. Breakfast ii. Lunch iii. Evening Snacks/Tea iv. Dinner	Standard Menu Plan as detailed in Clause 1.1	As per the Mess Subscription / Billing mechanism prescribed by the Institute from time to time

The above numbers are indicative only and may vary depending upon admissions, occupancy, academic schedules, internships, vacations, semester breaks, student preferences and other institutional requirements. The Institute does not guarantee any minimum number of users/meals under the contract.

1.1 Menu Planning and Approval

The Service Provider shall provide food and mess services strictly in accordance with the menu, food specifications, nutritional requirements, quality standards, hygiene standards and service requirements approved by the Institute from time to time.

Menu planning, menu revisions, special meals, festival meals, dietary modifications, meal schedules and other policy matters relating to operation of the Student Mess Services shall be decided by the Institute/Mess Committee.

The Service Provider shall coordinate with the Institute/Mess Committee for implementation of approved menus, special meals, festival arrangements and other operational requirements relating to the mess services.

The Service Provider shall not make any unauthorized changes in the approved menu, ingredients, portion sizes, food quality, or meal composition without prior approval of the Institute/Mess Committee except in emergency situations, in which case immediate intimation shall be given to the Institute.

1.2 Indicative Service Timings

Meal / Service	Indicative Timings
Breakfast	08:30 AM to 10:30 AM
Lunch	12:30 PM to 02:00 PM
Evening Tea & Snacks	04:00 PM to 06:00 PM
Dinner	08:30 PM to 9:30 PM

The above timings are indicative in nature and may be revised, modified, extended, or rescheduled by the Institute from time to time, depending upon academic schedules, examinations, seminars, conferences, holidays, student requirements, special events, or other operational requirements.

The revised timings and service requirements shall be communicated to the Service Provider by the Institute as far as practicable in advance.

The Service Provider shall ensure uninterrupted meal service during the approved service timings and shall ensure continuous replenishment of food items during the entire meal service period.

1.2 General Structure of the Menu

The following shall be the indicative general structure of the menu for Student Mess Services.

The menu, serving pattern, portion size, quantity, meal composition, frequency of items and service structure may be revised, modified, substituted, or rationalized by the Institute/Mess Committee from time to time, depending upon operational requirements, nutritional considerations, food safety requirements, student feedback, seasonal availability, budgetary considerations and Institute policies.

The Service Provider shall strictly adhere to the approved menu structure, quality standards, portion norms, hygiene requirements and food specifications prescribed by the Institute/Mess Committee from time to time.

TABLE OF MENU:

Buffet – Unlimited items Daily

Buffet Breakfast – Unlimited	
Tea/Coffee	
Toasted Brown Bread / White Bread with Butter, Jam & Ketchup	
Cornflakes with Milk	
Indian Breakfast Item - (2 Items)	
Banana – Limited - One per student	
Egg / Cut Fruit Limited – Student can opt for any one item, either 1 Egg / 1 Cut Fruit bowl (Except banana) 150 gms	
BUFFET LUNCH / DINNER - Unlimited	
Lunch / Dinner Buffet – Unlimited (Monday / Tuesday / Thursday/Saturday)	Lunch / Dinner Buffet – Unlimited (Wednesday/Friday/Sunday)
Variety of Dal	Variety of Dal
Vegetable Curry (Gravy)	Vegetable Curry (Gravy)
Dry Vegetable	Dry Vegetable
Variety Special Rice Item – Veg (Jeera Rice / Tomato Rice / Veg Dum Biryani / Curd Rice / etc.)	1- Paneer Preparation & 1- Non-Vegetarian Preparation (Chicken/Fish (Rohu, Katla)
Steam Rice	Steam Rice
Chapati / Missi Roti / Puri / Phulka /Paratha	Chapati / Missi Roti / Puri / Phulka /Paratha
Salad variety (Cucumber, Gajar, Beet, Lemon, Green Chilli) – Onion to be cut & kept separately.	Salad variety (Cucumber, Gajar, Beet, Lemon, Green Chilli) – Onion to be cut & kept separately.

Pickle,Sugar	Pickle, Sugar
Fried /Roasted Papad/ Fryums	Fried /Roasted Papad/ Fryums
Curd / Raita (Limited) Maximum 1 serving of approximately 100 grams per student	Curd / Raita (Limited) Maximum 1 serving of approximately 100 grams per student
Sweet Dish (Limited) 1 piece of sweet or approximately 80–100 grams equivalent quantity per student, as per the approved menu finalized by the Institute/Mess Committee. Sweet Items: Gulab Jamun/Pineapple sheera/Fruit custard/Payasum/Sevya Khir/Shahi tukda /Rice Kheer / Phirni/Gajar Halwa/Moong Dal Halwa/Cup Ice-cream (Small Cup – 40 ml).	Sweet Dish (Limited) 1 piece of sweet or approximately 80–100 grams equivalent quantity per student, as per the approved menu finalized by the Institute/Mess Committee. Sweet Items: Gulab Jamun/Pineapple sheera/Fruit custard/Payasum/Sevya Kheer/ Shahi tukda /Rice Kheer/ Phirni/Gajar Halwa/Moong Dal Halwa/Cup Ice-cream (Small Cup – 40 ml).
Buffet Evening Tea & Snacks	
One Indian Snack Item - Limited : Two standard serving per student	
Tea/Coffee	Unlimited

The above serving norms are indicative operational standards intended for maintaining reasonable nutritional balance, service standardization and cost control within the Student Mess Services. The non-vegetarian menu may ordinarily include Chicken or Fish-based preparations as finalized in the approved weekly menu by the Institute/Mess Committee. The Institute/Mess Committee may suitably revise, rationalize, substitute, rotate, or modify the same from time to time depending upon operational requirements, market conditions, student feedback, seasonal availability and budgetary considerations.

Notes:

1. The Service Provider shall ensure continuous replenishment of all buffet and snack items during the entire service period so that meal service remains uninterrupted throughout the approved timings.
2. All food items shall be served fresh, hygienic, properly cooked and maintained at appropriate serving temperature throughout the service duration. Hot food items shall be served hot and cold items shall be served appropriately chilled wherever applicable.
3. The Service Provider shall not serve leftover food from earlier meals in subsequent meals and shall ensure freshness, hygiene, quality, safe storage and proper handling of all food items at all times.
4. The menu structure, portion size, serving pattern, placement of dishes, frequency of items and meal composition may be revised, modified, rationalized, substituted, increased, or reduced by the Institute/Mess Committee from time to time depending upon operational requirements, nutritional considerations, student feedback, seasonal availability, market conditions and budgetary considerations.
5. The quantity norms and serving limits specified above are indicative operational standards intended for service standardization, nutritional balance, operational efficiency and prevention of food wastage. The Institute/Mess Committee may suitably revise the same from time to time.
6. Special rice preparations, sweet dishes, curd/raita variations and other special menu items shall be served as per the approved menu and scheduling finalized by the Institute/Mess Committee from time to time.
7. Premium, imported, exotic, off-season, or high-value fruits such as kiwi, apples, berries, dragon fruit, cherries, avocado, or similar items shall not be mandatory unless specifically approved by the Institute/Mess Committee in consultation with caterer.
8. The Service Provider shall ensure that all accompaniments, including chutney, sambar, curd, ketchup, butter, jam, pickle, papad and similar items specified in the approved menu are served along with the respective food items in accordance with approved serving norms.

1.3 Rules pertaining to Food:

- i. Fresh salad shall be provided during lunch and dinner. The salad shall ordinarily include onion and/or tomato along with seasonal salad items such as cucumber, beetroot, carrot, radish, lemon, green chilies, sprouts, corn, cabbage salad, groundnut salad, or similar items as approved in the menu. The composition and variation of salads shall be decided by the Institute/Mess Committee from time to time based on seasonal availability and menu planning.
- ii. Mouth freshener such as fennel seeds and sugar or equivalent items, along with pickle, shall ordinarily be provided during lunch and dinner meals.
- iii. The Service Provider shall prepare all food items substantially in accordance with the approved menu and standard recipe specifications communicated by the Institute/Mess Committee. The primary ingredients and composition of menu items shall not be materially altered or diluted for quantity enhancement purposes. Excessive use of low-cost substitute ingredients such as potato, onion, cabbage, or similar items in place of the principal vegetable/ingredient shall not be permitted unless specifically approved in the menu or recipe by the Institute/Mess Committee.
- iv. Appropriate accompaniments such as chutney and sambar shall be served along with South Indian breakfast items such as idli, dosa, vada, uttapam, pongal and similar dishes as specified in the approved menu.
- v. Raita/curd preparations shall ordinarily be served along with dishes such as biryani, pulao and similar rice preparations as specified in the approved menu. Plain rice shall also be served along with biryani/pulao preparations.
- vi. Ketchup, butter, jam, curd, chutney and other standard accompaniments, wherever applicable, shall be provided along with the respective food items as specified in the approved menu. The approved brands and quality standards, wherever prescribed by the Institute/Mess Committee, shall be complied with by the Service Provider.
- vii. The menu and service structure for special meals, festival meals, Institute events, workshops, conferences, or similar occasions shall be finalized in consultation with the Institute/Mess Committee keeping in view operational and financial feasibility. The food preparation and service-related expenses for such approved events shall ordinarily be borne by the Service Provider unless otherwise specifically approved by the Institute.
- viii. All food items shall be served fresh and maintained at appropriate serving temperature throughout the service period. Hot food items shall be served hot and cold items shall be served appropriately chilled wherever applicable.
- ix. Paper napkins/tissues shall be provided along with fried snacks and food items wherever required. Butter paper, tissue lining, or equivalent hygienic food-grade material shall be used while serving fried food items.
- x. Use of Dalda, Vanaspati Ghee, hydrogenated fats, reused cooking oil beyond permissible standards, or any adulterated/substandard food material in any form shall be strictly prohibited.
- xi. Different quality/specifications of rice shall be used for regular meals and special rice preparations. Vada/Surati Kolam or equivalent standard quality rice shall ordinarily be used for regular meals, while branded long-grain Basmati rice shall be used for biryani, pulao and special lunch/dinner preparations as specified in the approved menu.
- xii. Clean and safe drinking water shall be made available during all meal services. Water shall be served on the dining tables/service counters and filled salt dispensers shall be maintained in the dining area during meal timings.
- xiii. The Service Provider shall maintain cleanliness, hygiene, sanitation and proper housekeeping of the dining area, serving counters, wash areas, kitchen premises and surrounding areas at all times during and after meal services in accordance with the tender conditions relating to sanitation and waste disposal.
- xiv. Curd shall ordinarily be served along with Parathas unless otherwise approved by the Institute/Mess Committee.

Note:

The composition, quantity, placement, variation and scheduling of dishes/items in the menu shall be finalized by the Institute/Mess Committee from time to time keeping in view nutritional requirements, seasonal availability, operational feasibility, student feedback and budgetary considerations.

1.4. OTHER RULES

- i. Entry to the mess/dining facility may be regulated through biometric system/ QR code/ digital attendance system, or any other mechanism prescribed by the Institute from time to time.
- ii. Special dietary food requirements, wherever specifically approved by the Institute/Mess Committee on medical, health, religious, or other genuine grounds, shall be prepared and served separately subject to operational feasibility.
- iii. Use of Monosodium Glutamate (MSG/Ajinomoto), harmful artificial coloring agents, adulterated food materials, stale ingredients, or any prohibited substances/items under applicable food safety laws or tender conditions shall be strictly prohibited within the mess premises.
- iv. The Service Provider shall maintain adequate serving counters, service arrangements and manpower deployment for smooth, hygienic and efficient meal service during peak hours as may be reasonably required by the Institute/Mess Committee.
- v. The Service Provider shall submit and periodically update a list of managerial/supervisory personnel deployed for mess operations, clearly indicating the name, designation, contact details and area of responsibility of each person for coordination with the Institute/Mess Committee. Any major change in key supervisory personnel shall ordinarily be informed to the Institute in advance except in emergency situations.
- vi. The Service Provider shall maintain a Complaint and Suggestion Register in physical and/or digital form. All complaints shall be properly recorded, reviewed and suitably addressed within reasonable time in coordination with the Institute/Mess Committee. Repeated complaints of similar nature or unresolved complaints shall attract corrective action and/or penalty as per the tender conditions.
- vii. Catering services for the events held within the premises of the hostel may be undertaken only after obtaining written permission from the Institute at least three days prior to the event.
- viii. Non-members Meals and Extra Food Items:
 - a. Non-members meals and approved extra food items may be provided by the Service Provider against authorized coupons/tokens/digital approval systems prescribed by the Institute from time to time.
 - b. The Non-members include Residents of IGIDR/ Non-members of students and staff.
 - c. The rates for Non-members meals shall ordinarily be calculated on the basis of the approved Catering Charges per day per person, inclusive of all applicable taxes, together with an additional loading of 30% towards operational overheads, service arrangements and related costs.
 - d. The entire amount collected towards Non-members meals and approved extra food items shall belong to the Service Provider. No separate revenue sharing, commission, royalty, or percentage share shall be payable to the Institute unless specifically approved in writing.
- ix. Restriction on Taking Food Outside: Taking out of food items from the mess premises is strictly prohibited. Food shall not be carried outside the dining hall/ kitchen area except for sick students with prior approval and medical recommendation from the Institute authorities. Items under buffet are not sharable.
- x. Meal Consumption Tracking:

The contractor shall monitor and maintain daily records of actual meal consumption by students and other users (Using a software based system). The contractor shall provide this data to the Institute in the required format as and when demanded. IGIDR will not undertake the counting of students availing meals on any day. The responsibility for accurate meal tracking and reporting lies entirely with the Contactor.
- xi. Availability of Ice Cream and soft drinks

Ice cream and soft drinks shall be made available to students and other users at MRP. The contractor shall stock and sell good quality branded ice cream and soft drinks. This facility shall be available during all meal timings.

Illustrative Calculation of Non-member Meal Charges:

The rates for Non-member meals shall ordinarily be calculated on the basis of the approved Catering Charges per day per person, inclusive of all applicable taxes, together with an additional loading of 30% towards operational overheads, service arrangements and related costs.

Meal-wise Weightage for Non-member Charges:

Meal Category	Weightage
Breakfast	25%
Lunch	30%
Dinner	30%
Evening Tea & Snacks	15%
Total	100%

Illustrative Example

Assuming approved Catering Charges per day per person (inclusive of all taxes) = Rs.160/-

Meal Category	Base Rate Calculation	Base Rate	Non-member Charges (Base Rate + 30%)
Full Day Meal	Rs. 160 × 100%	Rs. 160	Rs. 208
Breakfast	Rs. 160 × 25%	Rs. 40	Rs. 52
Lunch	Rs. 160 × 30%	Rs. 48	Rs. 62
Dinner	Rs. 160 × 30%	Rs. 48	Rs. 62
Evening Tea & Snacks	Rs. 160 × 15%	Rs. 24	Rs. 31

All Non-member meal charges shall be rounded off to the nearest whole rupee.

The entire amount collected towards Non-member meals and approved extra food items shall belong to the Service Provider. No separate revenue sharing, commission, royalty, or percentage share shall be payable to the Institute unless specifically approved in writing.

xii. **Rebate / Meal Cancellation Facility.**

a. General Provision

Students may be granted a rebate/meal cancellation facility for approved absence from the hostel/mess, subject to the conditions, timelines and procedures prescribed by the Institute from time to time.

b. General Rebate Entitlement

The rebate facility shall ordinarily be restricted to a maximum of **30 days in an academic year**, subject to a maximum of **15 days in a semester**, unless otherwise specifically approved by the competent authority of the Institute.

c. Additional Rebate for Ph.D. Scholars and Approved Academic Activities

In addition to the general rebate entitlement, Ph.D. scholars may be granted rebate for periods spent outside the campus for Institute-approved academic and research-related activities, including participation in conferences, workshops, seminars, field surveys, data collection, research visits and other approved academic engagements. Such rebate shall be admissible only upon prior approval of the competent authority and in accordance with the procedures prescribed by the Institute from time to time.

d. Rebate for Mess Closure

Students shall be entitled to rebate for any meal or day during which the mess remains closed for pest control, maintenance or any other reason and no alternative meal arrangement is provided by the Service Provider. Such rebate shall ordinarily be adjusted in the subsequent mess bill.

e. Submission of Rebate Requests

Requests for rebate/meal cancellation shall be submitted through the prescribed online or offline mechanism within the timelines notified by the Institute from time to time.

f. Approval of Rebate Requests

The Service Provider shall act only upon rebate/meal cancellation requests duly approved and communicated by the Hostel Warden, Student Affairs Office, Dean (Students) or any other authority authorized by the Institute.

g. Adjustment of Rebate

The approved rebate amount shall ordinarily be adjusted in the subsequent monthly mess billing cycle or in such manner as may be prescribed by the Institute from time to time. No cash refund shall ordinarily be admissible.

h. No Claim by the Service Provider

The Service Provider shall not be entitled to claim payment in respect of any approved rebate or meal cancellation period communicated by the Institute.

i. Restriction on Availing Mess Facilities During Rebate Period

Students availing approved rebate/meal cancellation shall ordinarily not be permitted to avail regular mess facilities during the notified rebate period, except with the prior approval of the competent authority.

j. Institute's Right to Modify the Rebate Scheme

The Institute reserves the right to revise, rationalize, modify, suspend or otherwise regulate the rebate facility, eligibility criteria, entitlement, procedures and operational arrangements from time to time depending upon institutional requirements and administrative considerations.

k. Maintenance of Records

The Service Provider shall maintain proper records of approved rebate/meal cancellation cases and shall implement the rebate facility strictly in accordance with the approvals and directions communicated by the Institute.

- xiii. Pest control treatment for the kitchen area, dining area, storage area, wash areas and related premises shall ordinarily be arranged by the Institute through authorized/licensed agencies at such periodic intervals as may be considered necessary under applicable food safety and hygiene standards.
 - a. The Service Provider and its deployed personnel shall fully coordinate and cooperate with the pest control agency during pest control operations and shall ensure proper access, movement, temporary shifting/covering of food materials, utensils, equipment, furniture, storage items, consumables and related materials as may be required for effective pest control treatment.
 - b. The Service Provider shall ensure safe covering, handling, temporary shifting and protection of all food items, cooking materials, utensils and related articles during pest control operations so as to prevent contamination or damage.
 - c. After completion of pest control treatment, the Service Provider shall be fully responsible for cleaning, sanitization, deodorization, rearrangement of materials/items, restoration of the kitchen/dining areas for normal operations and safe handling/disposal of any affected food materials if required.
 - d. Records/certificates relating to pest control activities shall be maintained in the Mess Office for inspection by the Institute.
- xiv. In the event of temporary closure/non-operation of the mess due to pest control, maintenance work, emergency cleaning, or other approved operational reasons, the Service Provider shall, proportionate rebate/refund for the affected meal shall be adjusted in the subsequent mess billing cycle in accordance with the approved meal weightage and billing mechanism prescribed by the Institute from time to time.
- xv. The Service Provider shall maintain proper cleanliness, ventilation, deodorization, sanitation and hygiene standards in the dining area, kitchen, washing area, storage area and surrounding premises so as to prevent foul smell, pest infestation, unhygienic conditions, or accumulation of waste.
- xvi. Disposable glasses, plates, spoons, tissues, packaging material, or other disposable items, wherever specifically required by the Institute for operational, hygiene, emergency, health, or special event

- purposes, shall be food-grade quality and provided by the Service Provider without additional charges unless otherwise specifically approved by the Institute.
- xvii. Stale food, spoiled food, contaminated food, previously served leftovers, or food items unfit for human consumption shall not be stored, reused, or served under any circumstances. The Institute reserves the right to inspect, verify, seize and order disposal of any such food items and impose penalties/corrective action as per the tender conditions.
 - xviii. The Service Provider shall take reasonable measures to minimize food wastage during preparation, service, storage and disposal operations. Leftover food and food waste shall be handled and disposed of strictly in accordance with applicable food safety standards, hygiene requirements, waste disposal regulations, environmental norms and directions issued by the Institute from time to time.
 - xix. The Service Provider shall preserve representative food samples of all major food items served during each meal in properly covered, labeled and hygienically stored containers for a minimum period of 72 hours or such other period as may be prescribed under applicable food safety regulations or by the Institute from time to time.

Fire and Safety Requirements

- i. The Service Provider and its deployed personnel shall strictly comply with all applicable fire safety, electrical safety, LPG safety, emergency response and campus safety regulations/instructions issued by the Institute or competent authorities from time to time.
- ii. The staff/personnel deployed by the Service Provider shall participate in fire safety training programmes, mock drills, emergency evacuation exercises and safety awareness activities conducted by the Institute whenever instructed. Such participation shall be mandatory for the concerned personnel.
- iii. The Service Provider may also conduct additional fire safety or emergency response training programmes for its personnel at its own cost through authorized agencies, subject to prior intimation and approval of the Campus Safety and Security Officer/Institute authorities.
- iv. Emergency contact information, fire safety instructions, exit signages, evacuation plans and safety notices shall be prominently displayed in the kitchen, dining, storage and related operational areas and shall be kept clearly visible and free from obstruction at all times.
- v. The Service Provider shall ensure safe handling, storage and operation of LPG cylinders, gas pipelines, burners, electrical equipment, kitchen appliances, inflammable materials and related installations in accordance with applicable safety standards and statutory requirements.
- vi. Fire exits, access passages, staircases, electrical panels, firefighting equipment and emergency movement areas shall not be blocked, obstructed, or misused under any circumstances.
- vii. A monthly fire and safety inspection checklist/report in the format prescribed by the Institute shall be completed and submitted to the Campus Safety and Security Officer/authorized Institute authority within the prescribed timelines.
- viii. Any accident, fire incident, gas leakage, electrical hazard, injury, unsafe condition, or safety-related incident occurring within the Students Mess, Kitchen, storage, service or related operational areas shall be immediately reported to the Institute authorities by the Service Provider and appropriately recorded in the prescribed register/logbook.

General Conditions and Information for Service Provider:

Quality of Ingredients and Approved Brands

The Service Provider shall procure and use fresh, hygienic, wholesome and good-quality ingredients, raw materials and consumables for preparation and service of all food and beverage items. All food materials shall conform to the standards prescribed under the Food Safety and Standards Act, 2006 and the regulations framed thereunder, together with any other applicable statutory requirements.

The Service Provider shall use standard reputed brands for food ingredients and consumables. The list of approved/reputed brands is given below. In the event of temporary non-availability of any specified brand due to market conditions or supply constraints, an equivalent reputed brand of comparable quality may be used only with the prior approval of the Institute.

The Institute reserves the right to inspect the quality, source, packaging, manufacturing date, expiry date and storage conditions of any food material or consumable used by the Service Provider and to reject any item found to be substandard, adulterated, expired, damaged or otherwise unsuitable for human consumption.

Item Category	Indicative Approved/Reputed Brands
Cheese	Amul, Mother Dairy, Britannia
Regular Rice (Vada/Surati Kolam)	Royal, Donur, Zeeba or equivalent
Basmati Rice for Special Preparations	Daawat, India Gate, Zeeba, Fortune
Edible Oil (Refined Sunflower Oil)	Sundrop, Saffola, Fortune, Dhara, Godrej
Atta/Wheat Flour	Aashirvaad, Pillsbury, Annapurna
Pickle	Mother's Recipe, Priya, Tops, Nilon's
Bread	Modern, Britannia, Wibs or equivalent
Butter	Amul, Mother Dairy, Govardhan
Jam	Kissan, Mapro, Druk
Ghee	Amul, Mother Dairy, Gits, Govardhan
Milk	Amul, Mother Dairy, Govardhan, Gokul/Shivamrut
Paneer	Amul, Mother Dairy, Govardhan (Analog Paneer is strictly Prohibited)
Tea	Brooke Bond – Taj Mahal, Tata Gold, Society, Wagh Bakri Premium
Coffee	Nescafe – Classic , Bru Gold
Breakfast Cereals	Kellogg's, Tata Soulfull or equivalent
Ice Cream	Amul, Mother Dairy, Naturals, Havmor
Papad	Lijjat or equivalent
Soya Products	Nutrela
Frozen Peas/Vegetables (if used)	Safal, Al Kabeer or equivalent

Handwash / Cleaning Consumables	Lifebuoy, Dettol or equivalent approved brands
Spices	Satyam, Tata Sampana, Catch, Everest, Zoff
Any other item	Items not mentioned above shall be approved from the Institute/Canteen Council before usage

The Institute may, from time to time, add, delete, substitute or revise the above list of approved brands or prescribe quality specifications for any food item, ingredient or consumable, and the Service Provider shall comply with such directions.

Minimum Manpower Deployment and Staffing Requirements

The Service Provider shall deploy adequate trained, experienced, disciplined, medically fit and properly supervised manpower for smooth, hygienic, efficient and uninterrupted operation and management of the Student Mess Services at all times.

The manpower deployment indicated below is the minimum indicative requirement for operational purposes. However, the Service Provider shall deploy additional manpower as may be necessary depending upon student strength, workload, meal volume, special events, operational requirements, absenteeism, leave arrangements, hygiene requirements and service standards without claiming any additional financial liability from the Institute unless specifically approved in writing.

The Service Provider shall ensure that adequate supervisory personnel remain available during the operational hours of the Mess and that sufficient reliever arrangements are maintained to ensure uninterrupted services during weekly offs, leave periods, emergencies and other contingencies.

The Institute reserves the right to require enhancement, rationalization or redistribution of manpower deployment having regard to operational requirements, service quality, special events, customer feedback and institutional needs, and the Service Provider shall make suitable arrangements accordingly.

Indicative Minimum Manpower Deployment

Sr. No.	Category of Personnel	Minimum Deployment	Indicative Nature of Duties
1	Mess Manager / Supervisor (FoSTaC Certified preferred)	1 No.	Overall supervision, coordination, service monitoring, complaint handling, statutory coordination, manpower management and operational control
2	Cashier cum Supervisor	1 No.	Billing, coupon/digital transaction handling, rebate records, billing support, stock records and administrative assistance
3	Head Cook / Chef	1 No.	Supervision of food preparation, menu implementation, food quality control, kitchen operations and cooking supervision
4	Assistant Cooks	2 Nos.	Food preparation, cutting, cooking assistance, breakfast/snack preparation and kitchen support activities
5	Service Personnel / Serving Staff	Minimum 4 Nos.	Buffet service, replenishment, dining support, service area maintenance and meal service coordination
6	Cleaning / Washing Staff	Minimum 3 Nos.	Cleaning of utensils, crockery, cutlery, washing areas, kitchen cleaning, sanitation and housekeeping support

Sr. No.	Category of Personnel	Minimum Deployment	Indicative Nature of Duties
7	Kitchen Helpers	Minimum 3 Nos.	Vegetable preparation, material shifting/loading support, cleaning assistance, waste handling and general kitchen assistance

*NOTE: During the vacation period, the contractor can deploy reduced manpower without affecting mess services. However, the manpower should not be less than 10.

Indicative Classification of Manpower Categories

Sr. No.	Category of Personnel	Classification Category
1	Mess Manager / Supervisor	Supervisory
2	Cashier cum Supervisor	Skilled / Clerical
3	Head Cook / Chef	Supervisory / Skilled
4	Assistant Cooks	Skilled
5	Service Personnel / Serving Staff	Semi-Skilled
6	Cleaning / Washing Staff	Unskilled
7	Kitchen Helpers	Unskilled

The above classification is indicative in nature and based on the prevailing categorization generally adopted under applicable minimum wages notifications/ labour regulations. Any revision/modification notified by the appropriate Government from time to time shall automatically become applicable under the contract. The Service Provider shall ensure deployment of adequate manpower during all meal timings, including breakfast, lunch, evening tea/snacks, dinner, special meals, Institute events and peak operational periods.

- i. The above manpower deployment is indicative minimum deployment only. The Service Provider shall be fully responsible for deploying additional manpower as may be necessary depending upon student strength, workload, special events, operational requirements, absenteeism, leave arrangements, hygiene requirements and service standards.
- ii. Work in the mess shall ordinarily be organized in shifts in accordance with applicable labour laws/statutory provisions. Under no circumstances shall statutory limits relating to working hours, overtime, weekly offs, rest periods, or labour welfare requirements be violated.
- iii. All personnel deployed by the Service Provider shall be suitably trained, medically fit, properly uniformed, experienced and capable of performing the assigned duties efficiently. Personnel handling food preparation/service shall maintain proper personal hygiene, grooming, sanitation and discipline standards at all times.
- iv. At least one responsible supervisory personnel/manager authorized by the Service Provider shall remain available during all major meal services for coordination with the Institute authorities, students and operational staff.
- v. The Service Provider shall maintain updated records relating to manpower deployment, attendance, duty rosters, police verification, medical fitness certificates, statutory compliance records and identity details of deployed personnel and shall produce the same for inspection whenever required by the Institute.
- vi. The Institute reserves the right to require replacement/removal of any personnel deployed by the Service Provider in case of misconduct, indiscipline, hygiene concerns, unsatisfactory performance, security concerns, violation of tender conditions, or any conduct considered undesirable by the Institute.

Minimum Wages, Institute Subsidy Support and Statutory Compliance

The Service Provider shall comply with all applicable labour laws, statutory regulations, Government notifications, and welfare provisions relating to wages, employment conditions, EPF, ESIC, insurance, gratuity, bonus, leave benefits, and all other statutory obligations applicable to personnel deployed under the contract.

The Service Provider shall ensure payment of wages/salaries not less than the minimum wages and applicable Variable Dearness Allowance (VDA) notified by the appropriate Government/Maharashtra Government from time to time for the respective category of manpower deployed under the contract. Moreover, remuneration for specialized positions—including the Head Cook/Chef, Assistant Cooks, and Cashier cum Supervisor—may be decided based on prevailing market rates, subject to mutual agreement and final approval by the Institute.

The salaries/wages of all deployed personnel shall be paid directly to their respective bank accounts on or before the 7th day of every succeeding month. In case the 7th day falls on a weekly off, bank holiday, or public holiday, payment shall be made on the immediately preceding working day without fail.

Any delay/default in payment of wages beyond the prescribed timeline shall attract a penalty of Rs. 1,000/- per day of delay in addition to any other action that may be taken by the Institute under the tender conditions. Repeated delay/default may also lead to suspension of payments, imposition of additional penalties, or termination of the contract. Delay in payment of wages on any grounds whatsoever shall ordinarily not be accepted by the Institute.

The Institute subsidy support/liability towards manpower cost shall ordinarily be restricted to a maximum of 50% of the applicable minimum wages/VDA payable for the approved minimum manpower deployment indicated in the tender or such other limit as may be approved by the Institute from time to time.

Any payment made over and above the prescribed minimum wages/VDA, including overtime allowance (OTA), overtime wages, reliever charges, leave substitute manpower cost, incentives, bonus/ex-gratia beyond statutory liability, or any other additional employee-related expenditure shall be borne entirely by the Service Provider and shall not be reimbursable/payable by the Institute under any circumstances.

Sr. No .	Description	Mess Manager (Supervisory)	Head Cook/ Chef (Skilled)	Cashier Cum Supervis or (Skilled Supervis or)	Asst. Cooks (Skilled)	Service Person/ Serving Staff (Semi-Skilled)	Cleaning/ Washing Staff and Kitchen Helpers (Unskilled)
A	MONTHLY PAYMENTS						
1	Basic	12,500.00	16,000.00	11,632.00	11,632.00	10,856.00	10,021.00
2	Dearness Allowance (w.e.f. 01.01.2026)	3,900.00	3,900.00	3,900.00	3,900.00	3,900.00	3,900.00
	Sub Total (Basic + DA)	16,400.00	19,900.00	15,532.00	15,532.00	14,756.00	13,921.00
3	House Rent Allowance @ 5%	820.00	995.00	776.60	776.60	737.80	696.05
4	Conveyance Allowance	6,000.00	6,000.00	4,000.00	6,980.00	3,650.00	1,150.00

5	Washing Allowance	500.00	500.00	500.00	500.00	500.00	500.00
6	Other Allowance	8,500.00	10,000.00	5,000.00	—	—	—
	TOTAL – A	32,220.00	37,395.00	25,808.60	23,788.60	19,643.80	16,267.05
B	STATUTORY OBLIGATIONS						
1	Provident Fund (PF)	1,950.00	1,950.00	1,950.00	1,950.00	1,950.00	1,950.00
2	ESIC	533	647	504.79	504.79	479.57	452.43
	TOTAL – B	2,483.00	2,597.00	2,454.79	2,454.79	2,429.57	2,402.43
	GRAND TOTAL (A + B)	34,703.00	39,992.00	28,263.39	26,243.39	22,073.37	18,669.48
	Weekly off Charges	5783.83	6665.33	4710.57	4373.90	3678.90	3111.58
	Total	40,486.83	46,657.33	32,973.96	30,617.29	25,752.27	21,781.06
	No. of Staff	1	1	1	2	4	6
	Total Amount Rs.	40486.83	46657.33	32973.96	61234.58	103009.06	130686.36

*** Note: Total manpower present should not be below 15 on any given day (including week off and excluding vacation)**

Total Staff – 15 Nos.

Total monthly Salary – Rs. 4,15,048.12

Subsidy Amount @50% = Rs. 2,07,524.06, per month.

The above wage structure is indicative and based on prevailing minimum wages and Variable Dearness Allowance (VDA) applicable under the latest Government notifications. Any revision in minimum wages/VDA by the appropriate Government during the contract period shall automatically become applicable and binding on the Service Provider.

- i. The above wage structure is indicative and based on prevailing minimum wages and Variable Dearness Allowance (VDA) applicable under the latest Government notifications. Any revision in minimum wages/VDA by the appropriate Government during the contract period shall automatically become applicable and binding on the Service Provider. However, the contractor is free to pay higher salary at his own and discretion and cost which cannot be the part of the Institute subsidy.
- ii. The Institute subsidy support/liability towards manpower cost shall ordinarily be restricted to a maximum of 50% of the applicable minimum wages/VDA payable for the approved minimum manpower deployment indicated in the tender or such other limit as may be approved by the Institute from time to time.
- iii. The Service Provider may, at its own discretion and cost, pay wages/salaries higher than the prescribed minimum wages. However, any amount paid over and above the prescribed minimum wages/VDA shall be borne entirely by the Service Provider and shall not be reimbursable/payable by the Institute under any circumstances.
- iv. The salaries/wages of all deployed personnel shall be paid directly to their respective bank accounts on or before the 7th day of every succeeding month. In case the 7th day falls on a weekly off, bank holiday, or public holiday, payment shall be made on the immediately preceding working day without fail.
- v. **Any delay/default in payment of wages beyond the prescribed timeline shall attract a penalty of Rs. 1,000/- per day of delay in addition to any other action that may be taken by the Institute under the tender conditions.** Repeated delay/default may also lead to suspension of payments, imposition of additional penalties, or termination of the contract. Delay in payment of wages on any grounds whatsoever shall ordinarily not be accepted by the Institute.
- vi. Overtime Allowance (OTA), overtime wages, reliever charges, leave substitute manpower cost, absentee replacement cost, incentives, ex-gratia payments, bonus beyond statutory liability, uniforms, food, accommodation, transportation, medical expenses, insurance and all other employee-related expenditure shall be borne entirely by the Service Provider and no separate payment/reimbursement shall be made by the Institute towards the same.
- vii. The Service Provider shall ensure timely deposit/payment of all statutory dues including EPF, ESIC, Bonus, Gratuity, Labour Welfare Fund, insurance and all other statutory contributions applicable under labour laws and Government regulations from time to time.
- viii. The Service Provider shall maintain proper records relating to attendance, duty rosters, wages, overtime, statutory deductions, EPF contributions, ESIC contributions, leave records, wage registers and all labour compliance documents and shall produce the same for inspection whenever required by the Institute or statutory authorities.
- ix. The Service Provider shall be solely responsible for compliance with all statutory obligations relating to labour laws including Minimum Wages, EPF, ESIC, Bonus, Gratuity, Contract Labour provisions, Insurance, Labour Welfare Fund and all other applicable enactments/rules/orders issued by competent authorities from time to time.
- x. The Institute shall not have any employer-employee relationship with the personnel deployed by the Service Provider and shall not be responsible for any labour dispute, compensation claim, statutory default, accident, injury, insurance claim, or employee-related liability arising out of deployment of manpower by the Service Provider.
- xi. The Service Provider shall ensure that no child labour, bonded labour, unauthorized labour, or unverified personnel are engaged for execution of the contract under any circumstances.
- xii. The Institute reserves the right to verify manpower deployment, wage payment records, statutory compliance documents, EPF/ESIC challans, attendance registers, bank transfer proof and related records periodically and may take appropriate action in case of non-compliance.

Personnel Hygiene, Uniform and Operational Discipline

- i. The Service Provider shall ensure proper hygiene, grooming, discipline and professional conduct of all personnel deployed for the Students Mess Facilities at all times. Failure to maintain prescribed hygiene and operational standards may attract penalty and/or corrective action as per the tender conditions.
- ii. Work in the mess shall ordinarily be organized in a minimum of two shifts and in accordance with applicable labour laws/statutory provisions. Under no circumstances shall statutory limits relating to working hours, overtime, weekly offs, rest periods, or labour welfare requirements be violated.
- iii. Separate footwear/shoes shall be used by personnel while working in the kitchen, food preparation, washing and dining service areas.
- iv. Consumption or possession of pan masala, gutka, tobacco, smoking materials, alcohol, intoxicants, or similar prohibited substances within the mess premises shall be strictly prohibited.
- v. No personnel deployed by the Service Provider shall report for duty or work under the influence of alcohol, drugs, intoxicants, or any prohibited substance.
- vi. Periodic medical examination/health check-up of cooks, chefs, dishwashing personnel, food handlers and other deployed staff shall be carried out in accordance with applicable food safety standards and statutory requirements. Relevant records shall be maintained for inspection whenever required by the Institute.
- vii. Proper hygienic standards, approved cleaning materials and sanitization processes shall be used for washing crockery, cutlery, utensils, kitchen equipment, storage areas, washing areas and related facilities.
- viii. Cleanliness and hygiene shall be maintained at all times in the kitchen, dining/service areas, storage areas, washing areas, gas bank area, drains, waste disposal areas and surrounding operational premises.
- ix. Weekly offs, holidays, shift timings and rest periods for deployed personnel shall be regulated by the Service Provider strictly in accordance with applicable labour laws and statutory provisions.
- x. At least one experienced and competent Head Cook/Chef shall ordinarily remain available during major meal preparation operations. The Chef/Head Cook should possess adequate experience, training and operational knowledge relating to the preparation of Indian and other commonly served cuisines in institutional catering operations.
- xi. The Service Provider shall ensure that all personnel deployed for the Mess Services wear clean and identifiable uniforms, aprons, head covers, gloves and identity cards, wherever applicable, while on duty and maintain courteous, professional and customer-friendly behaviour towards all users of the Institute.

Operational Service Conditions and Facilities

- i. All food for Student Mess Services shall ordinarily be prepared only within the designated kitchen premises of IGIDR, Mumbai unless otherwise specifically approved by the Institute.
- ii. The Service Provider shall maintain the kitchen, storage areas, dish wash areas, serving counters and operational premises in clean, hygienic, safe and serviceable condition at all times.
- iii. The following infrastructure/facilities shall ordinarily be provided by IGIDR on “as is where is” basis, subject to availability:
 - Kitchen equipment and basic kitchen infrastructure
 - Dining hall furniture
 - Water purifier/water cooler
 - Kitchen area with water supply
 - Electrical supply
 - Gas bank setup/PNG supply infrastructure (excluding LPG cylinders unless otherwise specified)
- iv. The Service Provider shall submit a detailed list of additional equipment/items proposed to be installed/deployed by it as part of the operational plan. Installation of additional equipment shall be subject to the approval of the Institute.
- v. Student mess services shall ordinarily be provided on a buffet/self-service basis. Meal service may be operated from designated serving locations, including the Dining Hall, Pantry Area, Hostel

- Dining Area, Guest House Dining Area, or such other locations as may be notified by the Institute from time to time.
- vi. Table service/service support may additionally be required for Institute events, official meetings, conferences, Guest House operations, VIP visits, academic programmes, or other approved functions as directed by the Institute.
 - vii. The Service Provider shall ensure efficiency, promptness, politeness, professional conduct, quality food preparation, hygienic service conditions and proper behavior of deployed personnel at all times.
 - viii. The Service Provider shall ensure that at least one responsible Supervisor/Manager remains available during all major meal services for operational coordination and grievance handling.
 - ix. The Institute/Mess Committee shall have the right to inspect food items, raw materials, kitchen areas, storage areas, service conditions, hygiene standards, records and operational facilities at any time. The Institute may also draw food/material samples for quality testing through recognized laboratories/agencies whenever considered necessary.
 - x. The Service Provider shall not provide catering services to outside parties or external organizations using IGIDR kitchen facilities/premises without prior written approval of the Institute.
 - xi. The Service Provider shall be responsible for proper maintenance and safe usage of all Institute property/equipment handed over for operational use and shall make good any loss/damage beyond normal wear and tear attributable to the Service Provider or its personnel.
 - xii. The Service Provider shall maintain liaison and operational coordination with the Institute authorities/Mess Committee and shall extend full cooperation for resolution of operational issues, complaints, inspections, audits and service-related matters.
 - xiii. The Service Provider shall ensure proper disposal of solid waste, food waste, liquid waste and garbage outside the campus on daily basis under its own arrangements in accordance with applicable hygiene and waste disposal regulations. Accumulation of garbage/waste within the premises shall not be permitted under any circumstances.
 - xiv. The Service Provider shall ensure that only freshly prepared food is served and stale/recycled/expired food items are not used under any circumstances. Used frying oil shall not be reused beyond permissible limits prescribed under applicable food safety standards.
 - xv. The Service Provider shall ensure proper food quality, freshness, temperature, nutritional balance and reasonable menu variety during all meal services.
 - xvi. The Service Provider shall provide suitable food such as khichadi/light diet food for sick residents/students whenever reasonably required.
 - xvii. The Service Provider shall ensure compliance with all applicable fire safety measures, operational safety precautions and safe handling/use of electrical equipment, gas systems, kitchen equipment and fire-fighting systems during execution of the contract.
 - xviii. **Police Verification**
The Service Provider shall ensure police verification and identity verification of all personnel deployed at the Institute and shall maintain relevant records for inspection whenever required by the Institute. No person having adverse antecedents known to the Service Provider shall be deployed at the Institute.
 - xix. **Replacement of Absent Staff**
In the event of absence, resignation, leave, sickness or discontinuance of any deployed personnel, the Service Provider shall make suitable substitute arrangements and ensure replacement within twenty-four hours or within such shorter period as may be directed by the Institute so that the Students Mess Facilities remain uninterrupted and service standards are maintained.
 - xx. **Used Cooking Oil**
The Service Provider shall ensure disposal of used cooking oil in accordance with applicable FSSAI guidelines and shall not reuse cooking oil beyond the permissible limits prescribed under the applicable food safety standards.
 - xxi. **Inspection of Raw Materials**
The Institute shall have the right to inspect raw materials, including milk, meat, fish, poultry, vegetables, fruits, edible oils, spices, cereals, packaged food items, storage facilities, cold storage units and other ingredients used for preparation of food and may reject any material found unsuitable, substandard or unfit for use.
 - xxii. **Food Safety Audit**
The Institute shall have the right to conduct periodic food safety, hygiene and operational audits of

- the kitchen, storage areas and Students Mess Facilities either through its own officers or through any agency authorized by the Institute, and the Service Provider shall promptly rectify any deficiencies pointed out during such inspections within the time prescribed by the Institute.
- xxiii. **Temperature-Controlled Storage**
The Service Provider shall maintain appropriate temperature-controlled storage facilities for perishable food items including milk, dairy products, meat, fish, poultry, vegetables, fruits and other sensitive food materials and shall ensure compliance with applicable food safety standards relating to storage, preservation and handling.
- xxiv. **Sub-contracting**
The Service Provider shall not assign, transfer or sub-contract the whole or any part of the contract or any of its obligations under the contract without the prior written approval of the Institute.
- xxv. **Waste Segregation and Disposal**
The Service Provider shall ensure segregation and disposal of wet waste, dry waste, used cooking oil and other waste materials in accordance with applicable municipal, environmental and FSSAI guidelines and the directions issued by the Institute from time to time.
- xxvi. **Digital Payment Facility**
The Service Provider shall facilitate digital modes of payment, including UPI and other commonly accepted electronic payment systems, and shall issue suitable receipts for transactions wherever applicable.
- xxvii. **Attendance Records**
The Service Provider shall maintain proper attendance records of all deployed personnel in such form, including electronic or biometric systems, as may be approved by the Institute and shall produce the same for inspection whenever required.

Penalty and Corrective Action Clause

- i. In case of any deficiency relating to food quality, hygiene, service standards, manpower deployment, operational negligence, safety violations, statutory non-compliance, misconduct, or breach of tender conditions, the Institute may impose suitable penalties/corrective action upon the Service Provider.
- ii. Penalties may be imposed after verification of the complaint/violation by the Institute authorities/Mess Committee and after providing reasonable opportunity of explanation to the Service Provider wherever considered necessary by the Institute.
- iii. The penalties indicated below are minimum indicative penalties. Depending upon the nature, frequency, repetition, severity, safety implications, or operational impact of the violation, the Institute reserves the right to impose higher penalties, recover losses/damages, suspend services, terminate the contract, or initiate blacklisting proceedings.

Penalty Structure

Sr. No.	Nature of Violation	Indicative Penalty
1	Non-maintenance of complaint register or discouraging users from lodging complaints	Rs. 1,000/- per instance
2	Presence of insects or pests in cooked food or kitchen/service areas attributable to poor hygiene	Rs. 2,000/- per instance
3	Presence of hair, thread, plastic, cloth or similar foreign matter in food	Rs. 3,000/- per instance
4	Presence of glass, metal, nails, stones, hard plastic or any hazardous object in food	Rs. 5,000/- per instance
5	Repeated or substantiated complaints regarding unclean utensils, crockery, cutlery or serving equipment.	Rs. 1,000/- per instance
6	Preparation or service of stale, spoiled, undercooked, overcooked or otherwise unfit food for consumption.	Rs. 5,000/- per instance

7	Failure to adhere to approved operational timings or delay in providing approved services	Rs. 2,000/- per instance
8	Non-availability of approved menu items due to inadequate preparation, stocking or manpower deployment	Rs. 3,000/- per instance
9	Unauthorized change in approved menu, portion size, quality standards or approved rates	Rs. 2,000/- per instance
10	Food adulteration or use of diluted/substandard milk or food products	Rs. 5,000/- per instance
11	Improper hygiene, misconduct or indiscipline of deployed personnel adversely affecting service standards or the Institute environment.	Rs. 2,000/- per instance
12	Failure to maintain prescribed medical examination and health records of deployed personnel	Rs. 2,000/- per instance
13	Use of unauthorized or substandard brands/materials without Institute approval	Rs. 3,000/- per instance
14	Unsafe handling of LPG/PNG systems or tampering with gas installations	Rs. 5,000/- per instance
15	Use of newspapers or other non-food-grade materials for serving or packing food	Rs. 1,000/- per instance
16	Improper waste disposal, garbage accumulation or blockage of drains attributable to the Service Provider	Rs. 5,000/- per instance
17	Delay in payment of wages to deployed personnel beyond the prescribed time	Rs. 1000/- per day of delay
18	Food poisoning or any major food safety incident attributable to the Service Provider Minimum Rs. 1,00,000/- along with recovery of actual consequential losses, and may also result in suspension of services, termination of the contract and/or debarment from participation in future tenders of the Institute, depending upon the nature and severity of the incident.	
19	Refusal to provide approved catering or event services without valid reason	Rs. 5,000/- per instance
20	Charging rates higher than approved rates/MRP or sale of unauthorized items	Rs. 2,000/- per instance together with refund/recovery of the excess amount charged
21	Non-Renewal of FSSAI license in r/o running Mess facility at IGIDR.	Rs. 25,000/- per week. (This should be renewed at least two months in advance from the date of expiry of the License)

General Provisions Relating to Penalties:

- i. Repeated violations of a similar nature or repeated instances of non-compliance may attract enhanced penalties of up to twice the prescribed amount, in addition to such other action as may be considered appropriate by the Institute.
- ii. In the event of food poisoning, serious food contamination, major safety incidents, repeated hygiene failures, gross negligence, statutory violations, or any act adversely affecting public health, safety, security or the reputation of the Institute, the Institute may, depending upon the nature and gravity of the default, suspend the services, terminate the contract, forfeit the Performance Security Deposit,

- recover consequential losses and damages, and/or debar the Service Provider from participating in future tenders of the Institute for such period as may be decided by the competent authority.
- iii. Absence of the authorized representative, proprietor or manager from officially convened review meetings without reasonable cause may attract a penalty of Rs. 2,000/- per instance. Repeated absence may invite enhanced penalties and such other action as deemed appropriate by the Institute.
 - iv. Penalties may be recommended by the authorized officers of the Institute and imposed with the approval of the competent authority or such authority as may be authorized by the Institute.
 - v. The Service Provider may submit a representation against the imposition of any penalty within seven days from the date of communication of the penalty. The representation shall be considered by the competent authority, whose decision shall be final and binding.
 - vi. The Institute shall be entitled to recover any penalty, damages, losses or other dues from pending bills, the Performance Security Deposit or any other amount payable to the Service Provider under the contract.
 - vii. Imposition of any penalty under this clause shall be without prejudice to the Institute's right to take any other contractual, financial, administrative or legal action available under the terms of the contract or under applicable law.
 - viii. Except in cases involving public health, food safety, security, or other emergencies requiring immediate intervention, the Service Provider shall be afforded a reasonable opportunity to explain the circumstances leading to the alleged default before the imposition of any major penalty. However, where the Institute considers that immediate action is necessary to safeguard public health, safety, security, or the interests of the Institute and its stakeholders, it may take such interim or immediate measures as it deems appropriate, including suspension of services or other necessary actions, without prejudice to its right to take further action under the terms of the contract or applicable law.
 - ix. The penalties specified above are independent of one another. Where a single act or omission constitutes multiple violations under this Schedule, the Institute may impose one or more applicable penalties, having regard to the nature and gravity of the default.

I/We hereby declare that I/we have carefully read, understood, and accepted the above scope, terms, and conditions and agree to abide by the same in case declared as the successful bidder.

Date:

Signature of the bidder with seal

SECTION-F

BID SUBMISSION AND BID EVALUATION CRITERIA

- **Bid Submission:**

Part I: PQ-cum-Technical Bid

The following documents (scanned copy) duly signed and stamped by the bidder, are to be furnished along with the **PQ-cum-Technical Bid**:

Mandatory Bid Documents are to be submitted online with Email-1.

- Particulars of bidders (**Annexure I**)
- Copy of PAN
- Copy of GSTIN registration
- Bid Security Declaration (**Annexure III**)
- Undertaking for willingness to provide services as per the terms and conditions of the Bid document (**Annexure-II**)
- Supporting documents for eligibility PQ criteria as detailed in **SECTION-D**.
- Information about the firm with details about culinary capabilities, base kitchen, experience of similar services, list of organizations with work orders or experience certificates, testimonials, and any other documents that will consolidate the position of the bidder in the Technical Evaluation
- Operational Plan – (to be submitted with the technical bid)
- All documents as per the checklist.

Part II – Price Bid

The Price Bid is to be mandatorily submitted **online through email-2** only with a password-protected file. **Bid**.

Evaluation Scheme:

<u>S.N.</u>	<u>Particulars</u>	<u>Marks</u>
1.	Number of Years in Operation/experience in the catering business (If Caterer has provided services to two or more clients during the same period, only the period will be considered as the experience. E.g. In the year 2024, the caterer 'X' has provided services to three clients. Only one year will be considered as the experience.)	1. Up to 5 years: 5 Marks 2. Above 05 & Up to 10 years: 7 Marks 3. Above 10 years: 10 Marks (Maximum Marks: 10)

2.	Average Annual Turnover in the last 3 Financial Years FY 2023-24 FY 2024-25 FY 2025-26 Average Turnover	2 Cr to 5 Cr : 5 Marks Above 5 Cr till 10 Cr : 8 Marks Above 10 Cr : 10 Marks (Maximum Marks: 10)	
3.	i)Experience with an Academic institute/ Central Universities, etc. ii) Experience in Corporate / PSU/Bank	1 to 2 academic Institutes - 4 marks 3 to 4 academic Institutes – 8 Marks 1 to 2 corporate/PSU - 3 Marks 3 to 4 corporate/PSU - 7 Marks (Maximum Marks: 15)	
4.	Satisfactory Catering Experience (Mess) for at least one year with any Academic Institute in the last six years:	Single work order size – 200-300 users per day 5 marks Single work order size – 300-400 users per day 7 marks Single work order size –500 & above users per day: 10 marks (Maximum 10 marks)	
5.	Site visit and feedback by the committee constituted by the Competent Authority. (Tentative parameters are given; final parameters may change as per the decision of the authority)	Preparation of food, Food Taste	10.00
		Serving facilities, Cleanliness, and hygiene	10.00
		Quality control practices	05.00
		(Maximum Marks: 25)	
6.	Presentation	30 marks	

Bidders with **Technical Proposal Marks (TPM)** of 70 and above (i.e. at least 70%) out of 100 will qualify for further Financial/Commercial Evaluation. The Proposal shall be rejected if it does not achieve the minimum Technical Proposal Marks of 70 marks.

The bidders' QCBS technical Marks shall be declared and notified for the opening of their financial bids, and unsuccessful financial bids will be returned.

(b) **Evaluation of Financial Bids:** Financial Bids of only those bidders, whose marks are at least 70 in the Technical Proposal Marks, in addition to fulfilling the qualification criteria mentioned in their BID, will be opened. The rate quoted in the Financial Bid must be reasonable and should not be abnormally low. The abnormally low rate shall be decided by the Committee constituted by the competent authority. The abnormally low rate will be declared prior to the opening of the technical bid. The bidders who have been qualified in the technical bid and quoted a rate equal to or lower than the abnormally low rate shall be disqualified from the bidding process.

Financial Proposal Marks (FPM) = (Lowest Financial Bid / Financial Bid under consideration) x 100.

The proposal with the lowest cost will be given a financial score of 100, and other proposals will be given financial scores that are inversely proportional to their prices.

Illustration for Financial Proposal Marks for Catering Charges per day per student:

Bidder	Financial Bid Amount (Rs.)	Financial Proposal Marks (FPM)
Bidder 1	150	$(150/150) * 100 * 0.95 = 95.00$
Bidder 2	175	$(150/175) * 100 * 0.95 = 81.43$
Bidder 3	160	$(150/160) * 100 * 0.95 = 89.06$

Illustration for Financial Proposal Marks for Special Items:

Bidder	Financial Bid Amount (Rs.)	Financial Proposal Marks (FPM)
Bidder 1	790	$(700/790) * 100 * 0.05 = 4.43$
Bidder 2	950	$(700/950) * 100 * 0.05 = 3.68$
Bidder 3	700	$(700/700) * 100 * 0.05 = 5.00$

Total Marks in Financial Bid

***Note – The 4 meal package price along with pricing for special items shall be considered for financial evaluation**

Bidder	Financial Proposal Marks (FPM)
Bidder 1	$95.00 + 4.43 = 99.43$
Bidder 2	$81.43 + 3.68 = 85.11$
Bidder 3	$89.06 + 5.00 = 94.06$

Highest Marks basis: The proposal obtaining the highest total FPM be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3, and so on.

1. IGIDR reserves the right NOT to award the work to the highest scorer.
2. IGIDR reserves the right to reject any or all bids without assigning any reason.
3. IGIDR reserves the right to increase or decrease the scope of work.
4. IGIDR may ask the selected vendor to submit the Pricing plan of the rates quoted and take a decision on the feasibility of the price quoted.

ANNEXURE – I

PARTICULARS OF BIDDER

<u>SR.NO</u>	DESCRIPTION	
1	Name of the bidder	
	a) Trade Name (in Block letters)	
	b) Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co.) In Block letters)	
	c) Name of Proprietor/Partners/CEO/Directors (In Block letters)	
2	Postal Address	
3	Telephone No.	
4	E-mail / Website address (if available)	
5	Online payment details and amount (if applicable)	
	a) Tender Processing Fees	
	b) EMD	
6	Name of the Banker, Branch Name & address (In Block letters) (For e-payment purposes)	
	a) Account no	
	b) IFSC code	
7	PAN (upload self-attested photocopy)	
8	GSTIN (GST Registration No.) (Upload self-attested photocopy)	

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender as stipulated in the tender notice No: **IGIDR/Tender/2026/ED/16 dated 14.07.2026**. Accordingly, I/ we accept the terms and conditions and hereby offer the rates for “as per Price Bid.”

Date:

Signature of the bidder with seal

CHECKLIST OF DOCUMENTS TO BE SUBMITTED

The bidder is required to furnish the bid as per the checklist below:

Sr.no	Item Description	Submitted/ Attached YES/NO	Remark
1	Particulars of bidders Annexure I		
2	Bid Security Declaration Annexure III		
3	PAN copy		
4	GST Registration copy		
5	Establishment/ registration certificates / Udyog Adhar for the Services of Catering / Hospitality business for the last three years.		
6	Experience certificates / Work orders (Completed and Ongoing)		
7	Attach the audited Balance Sheets or Certificate for FY 2023–24, FY 2024–25, and FY 2025-26 duly certified by a Chartered Accountant. In case audit is not completed a turnover certificate from CA should be submitted.		
8	Annexure II Undertaking by the Bidder		
9	Price Bid		
10	Site Visit Certificate issued by the institute		
11	Undertaking – Not blacklisted from any government organization (As per Annexure-A*)		

ANNEXURE-II

Undertaking by the bidder

I / We _____ hereby confirm that we have understood the Scope of Work, there is no guarantee of the number of packs and the Terms and conditions in the Tender Document No. **IGIDR/Tender/2026/ED/16 dated 14.07.2026** issued by IGIDR, MUMBAI.

I / We have visited the sites at which the services are to be provided.

I/ We are ready to offer the required services as detailed in the scope of work at the rates mentioned in the Price Bid.

Name of the Signatory

Signature with Date

Name of the Company

Seal of the company ·

SECTION-G
FINANCIAL BID

NIT No: IGIDR/Tender/2026/ED/16

Date: 14.07.2026

Please sign on each page to indicate your understanding of the bid. Please quote rates in INR for each meal, inclusive of all taxes.

For mess/canteen service as per the detailed scope of work given in **Section E**.

The Institute will reimburse 50% of the actual cost of the manpower decided by the Institute, subject to a maximum of Rs. 2,10,000/- (Rupees Two lakh ten thousand only) per month, and 50% of the PNG (piped natural Gas) consumption by the caterer limited to a maximum amount of Rs. 35,000/- (Rupees Thirty-five thousand only) per month by the Institute. Free Electricity, Water, and rent free space will be provided by the Institute. So the caterer has to carefully quote the subsidized price of the below items, taking the above subsidized amount and facility provided by the Institute.

Note on Meal Package Options:

Bidders are required to submit two separate pricing options for the Mess Services as under:

Option-1: 4-Meal Package - Breakfast + Lunch + Evening Snacks/Tea + Dinner (Buffet – Unlimited as per approved menu)

Option-2: 3-Meal Package - Pay-per-Order Snacks + Breakfast + Lunch + Dinner (Buffet – Unlimited as per approved menu) - Evening Snacks/Tea will be served on pay-per-order basis at the prices quoted in the Financial Bid.

IGIDR reserves the right to select either Option-1 or Option-2 (or any combination thereof) at its sole discretion, whichever is considered suitable and beneficial for the Institute and students. The decision of IGIDR in this regard shall be final and binding on the bidder. Bidders must clearly indicate rates for both options in the Financial Bid format below. The evaluation will be carried out considering the selected option.

The rates quoted shall be subsidized rates for students. Non-member charges shall be calculated as per the existing mechanism (Base rate + 30% loading).

A1. STUDENT BUFFET PACKAGE 4 meal system (95% weightage)

Sr. No.	Items	Rate (Subsidized rates for students)	Rate (Non-member charges)
1.	Total Meals (4 meal buffet) (Breakfast, Lunch, Evening Tea & Snacks and Dinner)		

A2. STUDENT BUFFET PACKAGE 3 meal system (95% weightage)

Sr. No.	Items	Rate (Subsidized rates for students)	Rate (Non-member charges)
1.	Total Meals (4 meal buffet) (Breakfast, Lunch, Evening and Dinner)		

* Note – Rates to be quoted for students who want to avail snacks/ tea/ coffee in case of 3 meal package is opted

Sr. No.	Items	Rate (Subsidized rates for students)	Rate (Non-member charges)
1.	Snacks		
2.	Tea with milk		
3.	Coffee		
4.	Green tea/ Black tea		
5.	Black Coffee		
	Total		

TABLE OF MENU:

Buffet – Unlimited items Daily

Buffet Breakfast – Unlimited	
Tea/Coffee	
Toasted Brown Bread / White Bread with Butter, Jam & Ketchup	
Cornflakes with Milk	
Indian Breakfast Item - (2 Items)	
Banana – Limited - One per student	
Egg / Cut Fruit Limited – Student can opt for any one item, either 1 Egg / 1 Cut Fruit bowl (Except banana) 150 gms	
BUFFET LUNCH / DINNER - Unlimited	
Lunch / Dinner Buffet – Unlimited (Monday / Tuesday / Thursday/Saturday)	Lunch / Dinner Buffet – Unlimited (Wednesday/Friday/Sunday)
Variety of Dal	Variety of Dal
Vegetable Curry (Gravy)	Vegetable Curry (Gravy)
Dry Vegetable	Dry Vegetable
Variety Special Rice Item – Veg (Jeera Rice / Tomato Rice / Veg Dum Biryani / Curd Rice / etc.)	1- Paneer Preparation & 1- Non-Vegetarian Preparation (Chicken/Fish (Rohu, Katla)
Steam Rice	Steam Rice
Chapati / Missi Roti / Puri / Phulka /Paratha	Chapati / Missi Roti / Puri / Phulka /Paratha
Salad variety (Cucumber, Gajar, Beet, Lemon, Green Chilli) – Onion to be cut & kept separately.	Salad variety (Cucumber, Gajar, Beet, Lemon, Green Chilli) – Onion to be cut & kept separately.
Pickle, Sugar	Pickle, Sugar
Fried /Roasted Papad/ Fryums	Fried /Roasted Papad/ Fryums
Curd / Raita (Limited) Maximum 1 serving of approximately 100 grams per student	Curd / Raita (Limited) Maximum 1 serving of approximately 100 grams per student

Sweet Dish (Limited) 1 piece of sweet or approximately 80–100 grams equivalent quantity per student, as per the approved menu finalized by the Institute/Mess Committee. Sweet Items: Gulab Jamun/Pineapple sheera/Fruit custard/Payasum/Sevya Khir/Shahi tukda /Rice Kheer / Phirni/Gajar Halwa/Moong Dal Halwa/Cup Ice-cream (Small Cup – 40 ml).	Sweet Dish (Limited) 1 piece of sweet or approximately 80–100 grams equivalent quantity per student, as per the approved menu finalized by the Institute/Mess Committee. Sweet Items: Gulab Jamun/Pineapple sheera/Fruit custard/Payasum/Sevya Khir/ Shahi tukda /Rice Kheer/ Phirni/Gajar Halwa/Moong Dal Halwa/Cup Ice-cream (Small Cup – 40 ml).
Buffet Evening Tea & Snacks	
One Indian Snack Item - Limited: Two standard serving per student	
Tea/Coffee	Unlimited

The above serving norms are indicative operational standards intended for maintaining reasonable nutritional balance, service standardization and cost control within the Student Mess Services. The non-vegetarian menu may ordinarily include Chicken or Fish-based preparations as finalized in the approved weekly menu by the Institute/Mess Committee. The Institute/Mess Committee may suitably revise, rationalize, substitute, rotate, or modify the same from time to time depending upon operational requirements, market conditions, student feedback, seasonal availability and budgetary considerations.

BREAKFAST ITEMS

Sr. No.	Items
1	Idli, Medu Vada/ Masala Vada with Coconut Chutney and Sambhar
2	Rawa Idli with Coconut Chutney and Sambhar
3	Masala Dosa with Coconut Chutney and Sambhar
4	Plain Dosa with Sambhar and Chutney
5	Butter Sada Dosa with Sambhar and Chutney
6	Butter Masala Dosa with Sambhar and Chutney
7	Rava Sada Dosa with Sambhar and Chutney
8	Rava Sada Butter Dosa with Sambhar and Chutney
9	Rava Masala Dosa with Sambhar and Chutney
10	Rava Masala Butter Dosa with Sambhar and Chutney
11	Semiya Upma with Coconut Chutney
12	Puri Bhaji/chole puri
13	Sabudana Khichdi with Curd
14	Moong Chila / Besan Chila / Rawa Chila with Green Chutney
15	Kanda Peanut Poha with Coconut Chutney
16	Upma with Coconut Chutney
17	Misal Pav (with onions)
18	Vegetable Daliya
19	Stuffed Paratha (Aloo) with Curd and Pickle (2 Nos.)
20	Stuffed Paratha (Methi) with Curd and Pickle (2 Nos.)
21	Stuffed Paratha (Gobhi) with Curd and Pickle (2 Nos.)
22	Moongdal Paratha
23	Sattu Paratha

24	Ragi Dosa
25	Uttapam (Tomato/ Onion)
26	Boiled Sprouts
27	Any other breakfast item(s) of similar nature may be included from time to time as may be mutually agreed upon between the Institute and the Service Provider.

SNACKS ITEMS

<u>S.No.</u>	<u>Item Description</u>	<u>Weight/Quantity</u>
1	Dhokla with pudina and imli chutney	4 Pcs (100gm per plate)
2	Veg Cutlet with chutney/sauce/ketchup	2 Pcs
3	Mix Bhajiya (aaloo, paalak, gobi, mirchi)/Kanda Bhajiya	150 gms
4	Chaat (any type like papadi, Dahi Sev puri, sprouted moong / chana)	150 gms
5	Aaloo tikki chaat	150 gms
6	Veg Puff/Egg Puff	1 pc
7	Vada Pav with chutney/sauce/ketchup	1 pc - 50 gm Vada + 1 Slice
8	Veg Roll/Onion Roll / Egg Roll /Mix Roll	50 gm Stuffing
9	Dahi Vada	2 pcs (50gms each)
10	Pav Bhaji with chopped onion, lemon slice, butter	2 pcs of slice/ Pav + 150gm Bhaji
11	Dahi Kachori	100 gm – 1 pc
12	Pani Puri with aaloo/ ragda and imli and pudina paani	6 pcs
13	Ragda Paticce	2 pc – 150 gms
14	Dabeli Pav	1 pc Standard Size
15	Idli fry	Pcs of 2 Full idli
16	Veg Burger with onion, tomato, lettuce	1 pc – Stuffing 50 gms
17	Sabudana Vada/ dal vada	2 pcs – 50 gms each
18	Hara Bhara Kebab with chutney/sauce/ketchup	4 pcs – 25 gms each
19	French fries	100 gms
20	Bhel puri (with onion, chilis)	100gms
21	Pasta (Red Sauce/White Sauce)/Macroni	150 gms
22	Bread Pakoda	120 gms
23	Samosa	75 gms-2pc
24	Noodles	150 gms
25	Any other Snacks item(s) of similar nature may be included from time to time as may be mutually agreed upon between the Institute and the Service Provider.	

B. SPECIAL ITEMS

<u>Sr. No.</u>	<u>Items</u>	<u>Unit</u>	<u>Rate (Subsidized)</u>
1.	Veg Biryani (basmati rice) with Raita	300 gms	
2.	Chicken Biryani (Basmati rice) with Raita	350 gms (min 150 gm chicken)	
3.	Veg/Mushroom/Paneer tawa Pulav (Basmati rice) with Raita	300 gms (min 50 gms veg/mushroom/paneer)	
4.	Lemon/Currd/Tamarind/tomato/Puliogare Rice/Bissi BelleBhat with Raita, Papad	300 gms	
5.	Chicken with gravy 2 Chapati/Rice	Chicken Pcs 150 gms without gravy	
6.	Mutton Masala with 2 Chapati/Rice	Mutton Pcs 100 gms each	
7.	Fish Masala (1 large Pcs) with 2 Chapati/Rice (Rohu/Catala Fish Seasonal & popular choice of standard size)	150 gms Fish	
8.	Egg Masala (2 Pcs) with 2 Chapati/ Rice	Egg 2 pc	
9.	Chicken Fried Rice	300 gms (60 gms chicken)	
10.	Egg Fried Rice	300 gms (2 eggs)	
11.	Veg Fried Rice	300 gms (100 gm vegetables)	
12.	Egg/Chicken Noodles	300 gms (60 gm chicken)	
13.	Veg Noodles	300 gms (100 gm vegetables)	
14.	Paneer Makhani / Paneer Butter Masala	Paneer 50 gms	
15.	Gobhi/Veg Manchurian	100 gms standard	
16.	Chilly Paneer	50 gms paneer	
17.	Mushroom Matar	100 gms per standard	
19.	Paneer Burji	Paneer 100 gms	
20.	Lachcha Paratha	2 Pc as per standard	
21.	Chicken Manchurian	150 gms standard	
22.	Soya chaap	100 gm	
23.	Chilli Chicken	150 gms chicken	
24.	Chicken Kebab	150 gms chicken	
25.	Veg Soup (200 ml)	1 bowl	
26.	Non-Veg Soup (200ml)	1 Bowl	

S.N.	Particulars	Rate (Subsidized)
27.	Milk (200 ml)	
28	Milk with Bournvita (200 ml Milk + 15 gram Bournvita)	
29	Milk with Chocos (150 ml Milk + 30 gram Chocos)	
30	Milk with Cornflakes (150 ml Milk + 30 gram Cornflakes)	
31	Egg Bhurji(150 grams/1 bowls)	
32	Omelette, Full fry, Half fry (Made of 2 Eggs)	
33	Boiled Eggs	
34	Egg Curry Masala (2 Eggs+ 100 ml Gravy)	
35	Fish Fry (200 gram)	
36	Chicken Masala (200 gram chicken) (Min 3 Pcs)	
37	Chicken Tikka Masala (200 gram chicken)	
38	Chicken Lollypop (4 Pieces, 200 gms)	
39	Chicken Sukka (200 gram chicken)	
40	Chicken Hyderabadi (200 gram chicken)	
41	Chicken Biryani (3 Pieces (150 grams) + 200 gms Rice)	
42	Other Chicken items (225-250 gram)	
43	Paneer Chilly (150 gram paneer)	
44	Paneer 65 (150 gram paneer)	
45	Paneer Biryani (5 Pieces (50 grams) + 200 gms Rice)	
46	Other Paneer items (150) gram	
47	Aam Ras (200 ml)	
48	Cold Coffee (200 ml)	
TOTAL		
(In Words)		

Part-II: Price Bid for Second Year Contract:

Increase in rates quoted in Part-I for First Year in Percentage: **5%.**

Part-III: Price Bid for Third Year Contract:

Increase in rates quoted in Part-II for Second Year in Percentage: **5%.**

All other branded and packed items shall be sold at MRP.

Event Catering / Special Menu Services

The event catering, special menu services, workshop catering, conference catering, Guest House catering, official function catering, special breakfast/high tea services, fruit baskets, packed food services and other related catering arrangements indicated in this section are purely optional in nature and shall be availed entirely at the discretion and prerogative of the Institute.

The Institute does not guarantee any minimum quantity, minimum number of events, minimum billing, exclusivity, assured orders, or compulsory utilization of the Service Provider for such services during the contract period.

Depending upon operational requirements, administrative convenience, urgency, quality considerations, budgetary considerations, event type, number of participants, location, nature of programme, or any other relevant factors, the Institute may:

- place orders upon the Service Provider for any such event/service;
- partially utilize the services of the Service Provider;
- obtain quotations from other vendors/agencies;
- procure food/services from external sources;
- make independent alternative arrangements; or

However, whenever the Institute places an approved order/request upon the Service Provider for any such event/service under the scope of the contract, the Service Provider shall provide the required services in accordance with the approved menu, timelines, quality standards, manpower requirements and rates finalized under the contract.

The rates quoted for optional event/special menu services shall remain valid during the currency of the contract subject to approved escalation provisions under the tender conditions.

IGIDR regularly conducts conferences, workshops, seminars, academic programmes, meetings, training programmes, student activities, official functions, VIP visits and institutional events for which catering and allied food services may be required from time to time under varying operational conditions. However, again it will not be mandatory on the Institute to place such orders with the selected contractor and will be the prerogative of the Institute from whom to avail this services.

C: EVENTS/SPECIAL MENU

S. No.	Items	Rate Per Person (Subsidized)
1.	Event Menu-1 as per the list (Gala) Unlimited	
2.	Event Menu-2 as per the list (Mega) Unlimited	
3.	Event Menu-3 as per the list (Mini) Unlimited	
4.	High Tea Unlimited	
5.	Special Breakfast Unlimited	
6.	Fruit Basket (Good Quality & Medium Size at least 4 varieties of whole Seasonal Fruits) Total wt – Atleast 600 gms (Like Apple/Peru/Orange/Banana/Peer/Kiwi/Mosambi, etc.)	
7.	Packaged Mineral Water (20 Ltrs. Bottle) / 1 litre / 500 ml / 200 ml etc	At actual rate
	Total	

Sr. No.	Particular
1	Special Event-1 (Gala Buffet)
	Welcome drink
	Soup 1 veg soup, 1 Non Veg Soup
	Starter 1 veg starter, 1 Non-Veg starter
	1 live counter- Dosa/Panipuri/chat/Pasta
	Veg Main Course 1 Paneer Dish, 1 vegetable dry/gravy, 1 rice item (veg), 1 Dal (any type), Steam Rice.
	Non-Veg Main Course 2 Non Veg Gravy dish (Boneless Chicken/Mutton/Fish) 1 rice item (Non-Veg)
	Desert Any type of 2 Desserts
	Salads 3 types of Salads (including veg and non-veg)
	Rotis Assorted Rotis (Tandoori/chapati/Naan)
	Papad/fryums, Pickle, Curd/Raita
2	Special Event-2 (Mega Buffet)
	Welcome Drink
	Live Dosa Counter
	Starter 1 veg starter, 1 Non-Veg Starter
	Soup 1 veg soup, 1 Non Veg Soup
	Veg Main Course 1 Dal (any type), 1 Paneer Dish, 1 vegetable dry/Gravy, 1 rice items veg Pulao/Biriyani and Plain rice
	Non-Veg Main Course 1 Non Veg Gravy dish (Boneless Chicken)
	Desert 1 Desert item
	Salads
	Assorted Rotis (Tandoori/chapati/Nan)
	Papad/fryums, Pickle, Curd/Raita
3	Special Event-3(Mini Buffet)
	Soup 1 veg soup
	Veg Main Course 1 Dal (any type), 1 Paneer Dish, 1 vegetable dry/Gravy, 1 rice items veg Pulao/Biriyani and Plain rice
	Non-Veg Main Course

	1 Non Veg Gravy dish (Boneless Chicken)
	Desert 1 Desert item
	Salads
	Assorted Rotis (Tandoori/chapati/Nan)
	Papad/fryums, Pickle, Curd/Raita
4	High Tea: Slices of Cakes / Muffins, 1 sweet dish, Tea and Coffee, Variety of Biscuits, Two Indian snack items.
5	Special Breakfast: Snacks 2 Indian Items, Cut Fruits, Fruit Juice, Bread Butter Jam, Omelet, Boiled Egg, Oats/Cornflakes with Milk, Tea/Coffee/Green Tea / Black Tea.
6	Tea/Coffee with Assorted Unlimited variety of Biscuits/Cookies (Minimum 5 in a plate)

Note: The catering for workshops/events will be coordinated by the IGIDR. The Event Menu will be mutually decided and payments will be by invoice for the particular event. On special official functions to be conducted within Office Premises, the Service Provider should undertake such functions and hire necessary requisite support staff to avoid disruption to the existing service.

Items	Service Charges, if any
Readymade items brought from outside and asked to serve on the campus during events/conferences/workshops etc. service charges, <u>if any.</u>	8%

Additional Conditions for Optional Event / Special Catering Services

For all approved special events, conferences, workshops, seminars, Guest House functions, official meetings, VIP visits, institutional programmes, high tea services, buffet arrangements and other special catering requirements, the Service Provider shall be fully responsible for making all necessary operational arrangements required for smooth and professional execution of the event.

The scope of the Service Provider shall ordinarily include arrangement/deployment of:

- adequate serving manpower and service staff;
- supervisors/managers for event coordination;
- chefs/cooks including specialized chefs wherever required;
- service counters/live counters;
- food warmers, chafing dishes (specially/spandan dishes), bain-marie units, serving accessories, trays and service equipment;
- crockery, cutlery, glassware, serving utensils, disposable food-grade items, tissues and related service material;
- buffet setup accessories and serving arrangements;
- table setup items, table covers, buffet skirting, basic table decorations, display arrangements and food presentation material;
- transportation/logistics for the shifting of food/materials/equipment wherever required within the campus;
- temporary support equipment/items required for catering operations; and
- mineral water for the participants
- all other incidental arrangements necessary for proper food preparation, transportation, display, service and clearance of the event.
- Any other item as required.

The Institute shall ordinarily provide only basic venue-related infrastructure such as tables, chairs, food counter tables and decorative lighting available at the venue. Any additional catering/service-related infrastructure, equipment, accessories, manpower, consumables, or operational arrangements required for execution of the event shall be arranged by the Service Provider at its own cost and no extra charges other than what is quoted shall be paid by the Institute.

There shall be no minimum guarantee, minimum billing commitment, assured quantity, assured number of events, or binding obligation upon the Institute to place any order for optional event/special catering services during the contract period. The Institute reserves the absolute right to place or not place any such order depending upon administrative requirements, budgetary considerations, operational feasibility, urgency, quality considerations, or any other factors considered relevant by the Institute.

The Service Provider shall accordingly take into account all such operational responsibilities, manpower deployment, equipment requirements, logistical arrangements and commercial considerations while quoting rates for optional event/special catering services under the tender.

Part-II: Price Bid for Second Year Contract:

Increase in rates quoted in Part-I for First Year in Percentage: 5%.

Part-III: Price Bid for Third Year Contract:

Increase in rates quoted in Part-II for Second Year in Percentage: 5%.

All other branded and packed items shall be sold at MRP.

I/We hereby declare that I/we have carefully read, understood and accepted the above terms and conditions and agree to abide by the same in case declared as the successful.

Place:

Date:

Signature of the Bidder with seal

**To be submitted on the company letterhead with the signature and stamp on it.*

DECLARATION

I/We _____ hereby confirm that I/We have understood the expected work as detailed in the tender document fully and have visited the sites mentioned therein. I/We agree to provide all the services mentioned in the tender document at the rates quoted in the Price Bid.

I agree to abide by the terms and conditions mentioned in the tender document.

Place:

Date:

Signature of the Bidder with seal

Annexure-III

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD

(On Bidder's Letterhead)*

I / We, the authorized signatory of M/s _____, participating in the tender No. **IGIDR/Tender/2026/ED/16 dated 14.07.2026** for providing Mess and canteen Services for students/employees at IGIDR, MUMBAI, do hereby declare:

- (i) That I/we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD is being deposited for the said tender.
- (ii) That in the event we withdraw/modify our bid during the period of bid validity, Or I/we fail to execute a formal contract agreement within the given timeline, OR I/we fail to submit a Performance Security within the given timeline, Or I/we commit any breach of Tender Conditions / Contract, which attracts penal action of forfeiture of EMD Then I/we will be suspended from being eligible for bidding/award of all future contract(s) of IGIDR, Mumbai, for a period of one year from the date of committing such a breach.

Signature of Authorized Signatory of the bidder

Name of Authorized Signatory

Company Name

Annexure-IV

- **The minimum qualification, skill and experience of the above staff will be as under:**

A. Supervisor cum Cashier:

Qualification: Minimum HSC Pass with fluency in spoken English, Marathi and Hindi

Job Description:

- a. Should have worked for at least Three years in reputed catering service/canteen.
- b. Should act as Supervisor of the kitchens.
- c. Should manage the cash counter, be efficient in computer handling (the Students Mess Facilities has both cash and cashless transaction e wallet, swipe machines, paytm)
- d. Generate the canteen reports.
- e. Maintaining cash and store ledger of the canteen.
- f. Preparation of monthly menu and Programme menus.
- g. Any other job assigned by Services Department.

B. Cook:

Qualification: Minimum SSC/Diploma in Cooking/Catering

Skills:

- a. Should have worked for at least 5 years in a reputed hotel or large catering establishment.
- b. One cook should be specialized in South Indian and one cook in North Indian dishes, both vegetarian and non-vegetarian.
- c. Should be experienced in preparing Chinese dishes and variety of Indian sweets
- d. Should have knowledge of operating various kitchen equipment and maintaining hygiene standards.
- e. Should be willing to work in shifts both straight and break shifts.
- f. Any other job assigned by the Canteen Supervisor.

Job Description:

- a. Should be able to take charge of the kitchen as a Head Cook and direct other Cooks in preparation of the menu desired.
- b. Should be able to maintain hygiene, cleanliness and safety requirements.

- c. Should be able to indent sufficient quantity of provision and other material for preparing the day's menu and collect it from the store keeper.
- d. Should be able to guide the assistant cook and other kitchen staff in using the various kitchen equipment, which are available in the kitchen.
- e. Should be responsible for the safe custody of raw items and prepared food items during his duty timings.
- f. Any other job assigned by the Canteen Supervisor.

C. Bearer/Server:

Qualification: Minimum 8th Passed

Skills:

- a. Should have worked for at least 3 years in large kitchens and catering establishments.
- b. Should be able to take full charge of Dining Hall activities.
- c. Any other job assigned by the Canteen Supervisor.

Job Description:

- a. Should fill the serving counter with freshly prepared food, from the kitchen.
- b. Should help in preparing fruit salads, fruit juice, buttermilk and bread roast, as required.
- c. Should do any other duties assigned to them from time to time in the dining hall.
- d. Should carry out serving of food at Lunch meetings and High tea during programs and seminars.
- e. Any other job assigned by the Canteen Supervisor.

D. Cleaner

- a. Should clear the trolley for washing purposes and bring back the trolley after cleaning to the dining hall. Should wash all types of utensils. Should clean the kitchen after preparing the food, free from oil, soot etc., with water and soap solution.
- b. Should wash with soap solution, hot water, all Plates, Spoons, Water Glass etc., after every meal.
- c. Should clean the exhaust system filters, burner stoves, Dosa Tava, Atta kneader, wet grinder and other kitchen equipment after use.
- d. Should clean the Dining Hall, Kitchen and surrounding area.
- e. Should perform any other duties assigned to them from time to time.

- f. Should keep the dining hall very clean and tidy at all times.
- g. Should use perfume disinfectant while swabbing the dining hall after thorough washing.
- h. Should do any other assigned duties from time to time.

The Service personnel being engaged by the Agency should be polite, smart and physically and mentally sound. All the personnel being engaged by the Agency should wear formal uniforms. They should be provided with hand gloves and head caps while serving the food.

Place:

Date:

Signature of the Bidder with seal

ANNEXURE – A

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH
REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION
UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT**

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s _____, is not
blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/
Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during
the last 5 years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on company/firm letterhead with sign and stamp on it.*

ANNEXURE - B
Self-Assessment Checklist

Name of Building/ Area:

Identification of Mess/ Food Court/ Night Canteen:

Area	Checklist Item	Yes	No	N/A	REMARKS
1. Kitchen Area					
General Cleanliness	Are surfaces, walls and floors cleaned and free from grease and food residues?				
Equipment Safety	Is kitchen equipment in good working order and properly maintained?				
Food Storage	Are proper food storage temperatures maintained; raw and cooked foods stored separately?				
Ventilation	Is adequate ventilation available; exhaust fans and hoods kept clean and functioning?				
Temperature Monitoring	Is regular monitoring for refrigerator and freezer temperatures performed?				
Food Handling	Is defrosting, cooking and re-heating foods performed safely, gloves and utensils used?				
Cross Contamination	Is color-coded cutting boards and utensils for different food types. (veg and non-veg)?				
Cleaning Protocols	Are regular cleaning and sanitizing scheduled for kitchen equipment?				
2. Dining Area					
Cleanliness	Are tables, chairs and floors kept cleaned and well-maintained, no damages?				
Sanitization Supplies	Are hand wash or sanitizers stations available and stocked?				
Seating Arrangements	Are safe seating arrangements with clear access and egress provided?				

Maintenance	Are regular checks for wear and tear on furniture performed. either immediate repairs or kept separated as needed?				
3. Waste Management					
Waste bin Stations	Is clearly marked waste segregation bins (for recycling paper, plastic and glass) placed throughout the area.				
4. Gas Cylinders					
Storage	Are gas cylinders stored in a well-ventilated, designated area; upright and secured?				
Handling ad use	Are gas cylinders handled and used safely as per manufacturer guidelines?				
5. Storage Area					
Organization	Are Food items and supplies or- ganized and stored properly.				
Cleanliness	Are storage areas kept clean, dry and free from pests.				
Inventory Management	Regular inventory checks and use of a FIFO (first in-first out) system. Is stock rotation prac- ticed.				
Pest Control	Are regular pest control and treatments conducted?				
6. Hygiene					
Hand Hygiene	Are Hand hygiene stations placed at strategic locations and stocked?				
Personal Protective Equipment	Is masks, gloves and hairnets provided to staff as required; regular sup- ply and disposal of PPE ensured.				
Training	Is training for staff/workers on hygiene practices and regulations conducted.				
7. Utensils Wash Area					
Cleanliness	Are utensils washed and rinsed properly; sinks and washing equipment kept cleaned.				
Regular Inspections	Is adherence to cleaning protocols monitored.				

8. Hand Wash Area					
Accessibility	Are hand wash stations safely accessible and not obstructed?				
Water Supply	Is supply of running water and maintenance of hand wash facilities performed?				
9. Fire Management					
Safety Equipment	Are fire extinguishers available, accessible and regularly inspected.				
Emergency Kits	Is first-aid kit inspected and stocked.				
Clear Signage	Are fire exits and emergency routes, with illuminated signs displayed.				
Electrical Safety	Are all electrical points and connection safe and maintained? No signs of overload, open sockets, damaged wiring visible.				
10. Practices by Mess Workers					
Health Records	Is UpToDate health records and regular health checks for all staff ensured.				
Healthiness	No ill or unhealthy worker/staff is allowed to				
Training and Certification	Is team trained in food safety, first aid and fire safety?				
11. Display and Signage					
Safety Posters	Are posters on hygiene practices, food safety and emergency procedures				
Operational Guidelines	Is dining etiquette, waste segregation and complaint procedures maintained.				
12. Feedback and Emergency					
Feedback System	Is system for students to provide feedback on safety and quality issues kept.				
Emergency Contact	Are emergency contact numbers displayed?				
Signatures					
Checked by	Name:		Date:		
Verified by	Name:		Date:		