

भारतीय प्रौद्योगिकी संस्थान मुंबई
INDIAN INSTITUTE OF TECHNOLOGY BOMBAY

सामग्री प्रबंधन प्रभाग
MATERIALS MANAGEMENT DIVISION



आईआईटी मुंबई अस्पताल हेतु रसोई सेवाएँ प्रदान करने के
लिए निविदा

**TENDER FOR PROVIDING KITCHEN SERVICES
AT IIT BOMBAY HOSPITAL**

INDEX

SR NO.	SECTION NO.	PAGE NO.
1	SECTION 1 - INVITATION FOR BIDS	3
2	SECTION 2 - ELIGIBILITY CRITERIA	5
3	SECTION 3 - INSTRUCTIONS TO BIDDERS	6
4	SECTION 4 - SCOPE OF WORK & SPECIAL TERMS AND CONDITIONS	10
5	SECTION 5 - TERMS AND CONDITIONS OF THE CONTRACT	17
6	SECTION 6 - PRICE BID	20
7	SECTION 7 - ANNEXURES ANNEXURE 1: BIDDER'S INFORMATION ANNEXURE 2: DECLARATION REGARDING CLEAN TRACK BY BIDDER ANNEXURE 3: DECLARATION OF ANNUAL TURNOVER ANNEXURE 4: EXPERIENCE IN SIMILAR WORK ANNEXURE 5: DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS ANNEXURE 6: FORMAT FOR PERFORMANCE GUARANTEE BOND	21
8	SECTION 8 - CHECKLIST	27

SECTION 1 – INVITATION FOR BIDS

निविदा संख्या / Tender No.	MMD/KITCHEN/SC/2026-27
निविदा तारीख / Tender Date	13 th July 2026
वस्तुविवरण / Item Description	Tender for Providing Kitchen Services at IIT Bombay Hospital
निविदा का प्रकार / Tender Type	Open Tender
बोली-पूर्व बैठक की तारीख और समय / Pre- Bid Meeting Date & Time	20 th July 2026 at 11:00 a.m.
बोली-पूर्व बैठक स्थल / Pre-Bid Meeting Place	Materials Management Division, Ground floor, Nandan Nilekani Main Building, Indian Institute of Technology Bombay, Powai, Mumbai - 400076
बोली जमा करने की अंतिम तिथि और समय / Last date & time of submission of Bid	03 rd August 2026 up to 1:00 p.m.
बोली जमा करने का स्थान / Place of Submission of Bid	Materials Management Division, Ground Floor, Nandan Nilekani Main Building, Indian Institute of Technology Bombay, Powai, Mumbai - 400076
बोली जमा करना / Submission of Bids	Two Bid System: The two-bid system will be followed for this tender. In this system, bidders must submit their offer in separate sealed envelopes: Technical Bid and Commercial Bid. Both the Technical Bid and the Commercial Bid envelopes should be clearly marked as "Envelope No.1-Technical Bid" and "Envelope No. 2 - Commercial Bid", respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed with our Tender No. & Due Date, and to be submitted to the concerned department/ section mentioned in the Tender document.
बोली खुलने की तारीख और समय / Bid Opening Date & Time	03 rd August 2026 at 4:00 p.m.
बोली खोलने का स्थान / Bid Opening Place	Conference Room, Materials Management Division, Ground Floor, Nandan Nilekani Main Building, Indian Institute of Technology Bombay, Powai, Mumbai 400076
अग्रिम धन राशि / Earnest Money Deposit	Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rs. One Lakh Only) in the form of Demand Draft in favour of 'The Registrar, IIT Bombay' payable at Mumbai to be submitted in Technical Bid "Envelope 1".

अन्य स्पष्टीकरण / Any Clarification	Name: Assistant Registrar (MM) Dept: Materials Management Division, IIT Bombay Email: purchase.mmd@iitb.ac.in Contact No.: 022-2576 5009
हस्ताक्षर प्राधिकारी/ Signing Authority	Assistant Registrar (MM)

SECTION 2- ELIGIBILITY CRITERIA

The following are Eligibility Criteria Responses to be provided in the Technical Bid:

1. **Firm Existence:** The bidding firm must have existed for at least 5 years as on the bid submission due date. A copy of the Certificate of Incorporation or Registration Certificate of the firm must be provided. If the firm is a partnership, include an attested copy of the Partnership Deed.
2. **PAN Card:** Submit a copy of the firm's PAN Card.
3. **GST Registration:** Submit a copy of the GST Registration Certificate.
4. **Catering License and Labor License:** Valid license from the FDA for catering and labor license are required.
5. **Employees Provident Fund (EPF) Registration:** Include the EPF Registration code number and relevant documents.
6. **ESIC Registration:** Provide the ESIC Registration Code Number and relevant documents.
7. The bidder shall submit a declaration regarding **clean track** on the Company's Letterhead, confirming that the firm/company has not been blacklisted, debarred, or suspended by any government authority or organization and is fully eligible to participate in and execute the proposed contract. **(Annexure 2)**
8. **Annual Turnover:** The bidder should have a minimum annual turnover of Rs. 50 lakhs and above in each of the last two financial years i.e. 2023-2024 & 2024-2025, specifically from the business of providing catering service. The bidder shall submit the audited annual accounts for the last 2 financial years (FY 2023–24 and 2024–25) or a turnover certificate certified by a Chartered Accountant. **(Annexure 3)**
9. **Experience:** The bidder should have experience in the execution of similar work in IITs/Govt. Organizations/Semi-Govt Organizations/PSUs. Copies of at least 2 work orders during the last 5 years must be submitted. **(Annexure 4)**
10. **References:** Provide two references from establishments where catering services were provided in the last 5 years. These references should be on their letterheads.
11. **Undertaking:** The bidder must submit an undertaking on letterhead, confirming compliance with labor laws, the Minimum Wages Act, etc. Additionally, there should be no past or pending labor law, EPF, or ESIC-related cases against the bidder.
12. The bidder should necessarily have experience of running registered food outlets and should preferably have a central kitchen within a radius of 15-20 km off IIT Bombay. The details of the registered food outlets/central kitchen shall be submitted in the Technical Bid. These outlets/central kitchens may be visited by committee members from IIT Bombay as part of the selection process.

SECTION 3 – INSTRUCTIONS TO BIDDERS

A. SUBMISSION OF OFFER:

1. The tender must be put in the Tender Box kept in the office of the Deputy Registrar (MM) at Materials Management Division, Ground floor, Nandan Nilekani Main Building, IIT Bombay, Mumbai-400076.
2. No tender is to be handed over to our staff personally.
3. The Quotation MUST BE ENCLOSED IN A SEALED COVER super scribing the Tender number/due date & should reach the undersigned on or before the due date mentioned in the tender notice. If the quotation cover is not sealed, it will be rejected.
4. PRICE BID MUST BE SUBMITTED IN ENCLOSED PRICE BID FORMAT ONLY.
5. Any bidder currently engaged in litigation with other Organizations, must inform their status in writing to IIT Bombay.

B. COST OF BIDDING:

1. The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Purchaser shall not be responsible or liable for those costs.

C. VALIDITY OF THE BID:

1. 180 Days from the date of submission of the bid.

D. AMENDMENT OF BIDDING DOCUMENTS:

1. At any time before the deadline for submission of bids, IIT Bombay may modify the bid document for any reason, whether on its initiative or in response to the clarification requested by a prospective BIDDER.
2. All prospective BIDDERS who have downloaded the bidding document may visit the IIT Bombay website for amendments/modifications that will be binding on them.

E. DEADLINE FOR SUBMISSION OF BIDS:

1. Bids must be received by IIT Bombay before the due date and time at the address specified in the tender document. In the event of the specified date for the submission of bids being declared as a holiday for IIT Bombay, the bid-closing deadline will stand extended to the next working day up to the same time.

F. BID OPENING PROCESS:

1. In the case of two bid systems, the technical bid will be opened in the first instance in the presence of the department Technical Evaluation Committee (TEC), MMD and representative of the bidders at IIT Bombay
2. Commercial bids of only those bidders, whose bids are found technically qualified, by the Technical Evaluation Committee, will be opened in the presence of the department, Technical Evaluation Committee (TEC), MMD, representatives of the bidders subsequently at a later date for further evaluation. Date and Time of commercial bid opening shall be intimated to technically qualified bidders only.

3. One authorized representative of each of the bidder would be permitted to be present at the time of opening of the bids.
4. The authorized representative of bidders, present at the time of opening of the bids shall be required to sign an attendance register as proof of having attended the Technical/Commercial bid opening session.

G. LATE BIDS:

1. IIT Bombay will not be responsible:
 - i. For delayed / late quotations submitted/sent by post/courier etc.
 - ii. For submission/delivery of quotations at the wrong places other than those mentioned in the tender.
 - iii. Any bid inadvertently received by IIT Bombay after the deadline i.e. due date & time for submission of bids, will not be accepted and returned.

H. SUPPLEMENTARY OFFER/MODIFICATION OF ORIGINAL BID:

1. The tender submitted against the above-mentioned tender shall not be returned in case the tender opening date is extended/ postponed. BIDDER desirous of modifying their offer/terms may submit their revised / supplementary offer(s) within the extended Tender Opening Date (TOD) by clearly stating the extent of updating done to the original bid. The purchaser reserves the right to open the original offer along with the revised bid.

I. CONFIDENTIALITY:

1. Information relating to the evaluation of Bids, and recommendation of Contract award, shall not be disclosed to Bidders or any other person not officially concerned with such process until information on Contract award is communicated to all Bidders.
2. Any attempt by a Bidder to influence the Purchaser in the evaluation of the Bids or Contract award decisions may result in the rejection of its Bid.
3. Notwithstanding, from the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, it shall do so in writing.

J. DEVIATION, RESERVATIONS, AND OMISSIONS:

1. During the evaluation of Bids, the following definitions apply:
 - i. "Deviation" is a departure from the requirements specified in the Bidding Documents;
 - ii. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Documents;
 - iii. "Omission" is the failure to submit part or all of the information or documentation required in the Bidding Documents.

K. CORRECTION OF ARITHMETICAL ERRORS:

1. Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:
 - i. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected unless, in the opinion of the Purchaser, there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;

- ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
2. Bidders shall be requested to accept the correction of arithmetical errors. Failure to accept the correction following the same shall result in the rejection of the Bid.

L. EVALUATION OF BID:

1. The bids shall be evaluated by considering total cost of ownership/service or the final landed cost to institute.
2. Offer which deviates from the vital conditions (as illustrated below) of the tender shall be rejected:
 - i. Non- submission of complete offers.
 - ii. Receipt of offers after the due date and time and or by email/fax (unless specified otherwise).
 - iii. Receipt of offers in open conditions.
3. In case any BIDDER is silent on any clause mentioned in this tender document, IIT Bombay shall construe that the BIDDER has accepted the clauses as per the invitation to tender. No further claim will be entertained.
4. No revision in the terms and conditions quoted in the offer will be entertained after the last date and time fixed for receipt of tenders.

M. PRICE BID (Commercial Bid):

1. Price bids of only those bidders who are found technically qualified shall be opened.
2. PRICE BID must be submitted in the enclosed Price Bid Form only. If the price is not quoted as the Price Bid Format, IIT Bombay will reject the bid.
3. If the supplier wishes to give pricing details it may be attached in a separate sheet.
4. In case of multiple options of the same product, bidders are requested to quote only one best option and not multiple options.
5. Quantity: The quantity mentioned in the tender can be increased or decreased to any extent depending upon the actual requirement.

N. CORRUPT & FRAUDULENT PRACTICES:

1. IIT Bombay requires that bidders, suppliers, contractors, and consultants, if any, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy,
 - i. The terms set forth below are defined as follows:
 - a. "Corrupt practice "means offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence the action of a public official in the procurement process or contract execution;
 - b. "Fraudulent practice "means a misrepresentation or omission of facts to influence a procurement process or the execution of a contract;

- c. "Collusive practice" means a scheme of arrangement between two or more bidders, designed to establish bid prices at artificial, non-competitive levels; and
- d. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
- ii. IIT Bombay will reject a proposal for an award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract in question.

O. TRANSFER AND SUBLETTING:

- 1. The seller shall not sublet, transfer, assign, or otherwise part with the acceptance of the tender or any part thereof, either directly or indirectly, without the prior written permission of the purchaser.

P. CANCELLATION OF TENDER:

- 1. Notwithstanding anything specified in this tender document, Purchaser / IIT Bombay in his sole discretion, unconditionally and without assigning any reasons, reserves the rights:
 - i. To accept OR reject the lowest tender or any other tender or all the tenders.
 - ii. To accept any tender in full or in part.
 - iii. To reject the tender offer not conforming to the tender's terms.
- 2. To give purchase preference to Public Sector undertakings when applicable as per Govt. Policy/ Guidelines.
- 3. Offer which deviates from the vital conditions (as illustrated below) of the tender shall be rejected:
 - i. Non-submission of complete offers.
 - ii. Receipt of offers after the due date and time and or by email/fax (unless specified otherwise).
 - iii. Receipt of offers in open conditions.
- 4. Conditional Tenders and Unsigned Tenders will be rejected.
- 5. If the quality of the product and service provided is not found satisfactory, IIT Bombay reserves the right to cancel or amend the contract.

SECTION 4- SCOPE OF WORK & SPECIAL TERMS AND CONDITIONS

The service provider shall provide hygienic, nutritious, wholesome, and timely food services for admitted and detained patients and other authorized personnel of the hospital in accordance with prescribed dietary requirements and food safety standards.

The average inpatient occupancy is approximately 12 patients per day. The hospital caters to a diverse range of patients, including medical, surgical, gynaecological, ophthalmic, paediatric, and geriatric cases.

1. Preparation and Supply of Patient Diet:

- i. Prepare and supply meals to indoor patients as per diet charts prescribed by treating doctors and dieticians
- ii. Provide various therapeutic diets including:
 - Normal Diet
 - Soft Diet
 - Diabetic Diet
 - Liquid Diet
 - High Protein Diet
 - Bland Diet
 - Special Diet as prescribed by the treating physician/dietician
- iii. Ensure timely preparation and distribution of:
 - Breakfast
 - Mid-Morning Refreshment
 - Lunch
 - Evening tea/milk/buttermilk and dry snacks
 - Soup
 - Dinner
 - Bedtime Milk
- iv. Supply food in required quantities and maintain nutritional standards approved by the hospital.

2. Kitchen Operations:

- A. The hospital kitchen functions in two shifts and is responsible for providing meals and beverages to admitted patients seven times daily, as per the schedule below:

Meal	Timing
Morning Breakfast	8:00 AM
Mid-Meal	11:00 AM
Lunch	12:00 Noon
Evening Tea & dry snacks	3:30 PM
Soup Evening	6.30 PM
Dinner	7:30 PM
Night Milk	9:00 PM

- B. ALL meals shall be prepared strictly in accordance with the dietician's instructions and treating doctor's prescriptions or advice. Diet categories include:

- Normal Diet
- Diabetic Diet
- High-Protein Diet
- Bland Diet
- Any other therapeutic diet prescribed by the treating doctor.

C. List of items with brand name and Diet chart enclosed with the tender document.

D. Detailed menu for all meals is mentioned in the tender document.

a. **Normal Diet Menu and schedule:**

Breakfast	8.00 am	Upma/poha/idli (2 pieces) /sprout chila/veg. toast sandwich/sevai upma/onion tomato uttapa (2 mini pieces).
		*Idli and Uttapa shall be served with sambar and chutney.
		1 boiled egg
		1 cup of tea
Mid-Meal	11:00 AM	1 bowl of cut fruits/one fruit -Apple/Mosambi/Malta/Banana
Lunch	12:00 Noon	3 chapatis
		1 dry vegetable
		1 bowl of pulses (curry/dry)
		1 bowl of dal
		1 bowl of rice
		Curd (packed-100gm)/buttermilk (a glass)
		Salad (cucumber+ carrot+ beetroot+ a small piece of lemon)
Evening Tea & dry snacks	3:30 PM	A bowl of Roasted Makhana/dry murmura bhel/roasted chana & peanuts/millet/puff/khakhra/millet cookies/boiled corn/rice crackers
		Tea or buttermilk
Soup_ Evening	6.30 PM	Tomato/carrot/lemon coriander/ veg. clear /palak
Dinner	7:30 PM	Same as lunch composition (vegetable or pulses shall not be repeated from lunch)
Night Milk	9:00 PM	A glass of milk (or turmeric milk if needed)

b. **Soft Diet Menu:**

A bowl of Dal-Khichadi + 1 bowl dal + 1 bowl curd (packed)

c. **Liquid Diet:**

Either of Dal soup or milk or fruit juice or kanji or veg. clear soup or buttermilk every three hourly

E. **Terms & conditions regarding raw material to be used/stocked for cooking:**

- Tea powder used shall be of 'Red Label Natural Care'/ Brook Bond /Tata Tea
- Coffee powder used shall be of Nestle's Nescafe/Sleepy Owl/ Tata Grand Premium
- Wheat Atta must be good quality grinded.

- iv. Rice – Wada or Surati kolam
- v. Oil – Sunflower and/or Rice bran (preferably Saffola/Dhara/Fortune brand)
- vi. Salt- Tata salt lite
- vii. Curd- Packed curd (100 ml)
- viii. Masala spices – Everest Masala/MDH/Kitchen King
- ix. Milk – Cow milk (Gokul/Mahananda/Mothers Dairy)
- x. Butter- Amul/Gokul/Govardhan
- xi. Fruits – Seasonal fresh fruits (whole or cut)
- xii. Vegetables – As per the list mentioned in tender document
- xiii. Bread – Wheat or multigrain bread

F. Vegetables and fruits to be freshly procured and will be inspected regularly or randomly by Hospital Authorities.

G. Packing of food materials:

- i. Soup should be provided in bowl covered with cling wrap.
- ii. Tea should be provided in flask individual (one cup).
- iii. Dry snacks items should be packed in sealed pouch.

3. Working hours:

SHIFT	TIMINGS
Morning Shift	6:00 AM to 2:00 PM
Afternoon Shift	2:00 PM to 10:00 PM

- i. The service provider shall ensure uninterrupted food service as per the prescribed schedule for all inpatients (as mentioned in clause '2(D)a'). In addition, meals shall be kept ready at all times for a minimum of two newly admitted patients.
- ii. Meal/s shall be provided to detained patients, averaging approximately 05 patients per day.
- iii. The service provider shall also prepare tea for hospital staff and visiting specialists as required, averaging approximately 100 cups per day.
- iv. Food preparation shall be carried out in accordance with the approved diet chart indicating the type and quantity of food per patient.

4. Requirements of IIT Bombay Hospital:

I. Patient Meal Services:

The daily occupancy in the Male Ward, Female Ward, Paediatric Ward, and Isolation Ward may vary between **10 and 25 patients**.

II. Meal Distribution Services:

The service provider shall be responsible for:

- Delivery of meals to all admitted patients.
- Collection of used meal trays after service from wards

III. Enteral (Tube) Feeding Diet:

The service provider shall prepare and deliver enteral (tube) feeds strictly under the guidance and supervision of the hospital dietician and as prescribed by the treating physician

IV. Hygiene, Sanitation and Infection Control:

The service provider shall ensure compliance with all hospital infection-control standards and maintain the highest standards of hygiene and food safety at all times.

5. Other Maintenance Conditions:

(a) Food Quality and Storage:

- All food items, raw materials, and supplies shall be fresh, wholesome, and of good quality.
- Proper storage conditions shall be maintained at all times to preserve quality and safety.

(b) Personal Hygiene of Staff:

- All employees shall wear clean and appropriate uniforms, hair coverings, gloves, and other protective equipment as required.
- Staff shall maintain high standards of personal hygiene, grooming, and cleanliness during all work-related activities.
- Regular Health check-up of employees deployed in the kitchen and other work along with periodic treatment for deworming by service provider.

(c) Kitchen Cleanliness:

- The kitchen, food preparation areas, storage rooms, utensils, equipment, and service areas shall be maintained in a clean and sanitary condition at all times.

(d) Waste Management:

- The service provider shall be solely responsible for segregation, collection, removal, and disposal of kitchen waste in accordance with applicable biomedical waste management and municipal waste disposal regulations.

6. Terms and Conditions:

- i. The evaluation committee may visit and review the existing kitchen/outlets of the bidders during technical scrutiny.
- ii. Fresh food and supplies must be of good quality and maintained in a hygienic condition.
- iii. Tasting of food will be done before serving it to the patients.
- iv. The service provider shall ensure uninterrupted food service as per the prescribed schedule for all inpatients (as mentioned in clause '2(D)a'). In addition, meals shall be kept ready at all times for a minimum of two newly admitted patients.
- v. The service provider shall provide any diet as prescribed by the doctor **at no additional cost**.
- vi. Meal/s shall be provided to detained patients, averaging approximately 05 patients per day
- vii. Electricity shall be provided by the IIT Bombay and the Bill has to be paid by the service provider.
- viii. Water shall be provided by IIT Bombay. Wastage of water must be avoided.
- ix. The service provider shall not employ child labours. Upon violation of this condition, legal action will be taken.
- x. The workers should be trained to maintain the highest possible standard of hygiene as is expected.
- xi. It is mandatory to deploy one cook and one helper in a shift.
- xii. Engagement of required staff, providing uniform, etc. shall be done by the service provider. The workers should always use hand gloves and caps while working (hair found

- in a food will not be accepted). The service provider should provide minimum two sets of uniform to their workers and ensure that workers report for a day in clean uniform.
- xiii. The service provider shall, at their cost maintain adequate inventory of food grain, and groceries and adhere to the standards of the Institute. The service provider shall be responsible for the proper hygienic storage of all raw materials.
 - xiv. Serving utensils will be provided by IIT Bombay and the service provider is supposed to take care of all the utensils and equipment handed over. The service provider must bring their own utensils/equipment/gas cylinders required for the preparation of food.
 - xv. Refilling of cooking gas cylinder and procurement of good quality provisions and other consumables is the responsibility of the service provider.
 - xvi. Any damage to the cooking gas cylinders and procurement of good quality provisions and other consumables is the responsibility of the service provider.
 - xvii. Any damage to cooking equipment, gas pipeline, or any other installations in the kitchen by the Service Provider shall attract charges at the rate of 5 times of the cost of repair or cost of replacement of the part damaged.
 - xviii. No food cooked in the hospital may be taken out of the premises.
 - xix. Cleaning and housekeeping of the kitchen will be the sole responsibility of the service provider.
 - xx. Proper waste segregation including removal and disposal of Kitchen Waste is the food service provider's responsibility.
 - xxi. Cleaning of utensils, cutlery, crockery, kitchen equipment and furniture is also a responsibility of the service provider. The highest possible standards are expected in this regard.
 - xxii. The kitchen department should be kept clean at all times, and infection control standards must be followed consistently in all areas of the department.
 - xxiii. IIT B Hospital will reserve the right to check on the cleanliness and upkeep of the premises, quality of provisions and the quality of food.

7. Special Terms and conditions:

- i. Any food items for the day-menu may be made available to IIT B Hospital employees /relatives or visitors of the patients/meetings or any other refreshment purpose on payment basis by the service provider. The applicable rates shall be the same as those quoted in the tender.
- ii. Special lunch menu to be provided to patients on national festivals and Institute days which shall include :
 - a. 1 sweet dish (Sevai or rice kheer/sujji sheera/gulab jamun)
 - b. Pulav rice instead of plain/steam rice
 - c. Paneer Sabjee and mix sabjee instead of normal vegetables and pulses in a normal diet
 - d. Rest other items shall be the same.

And these days will be:

- i. New Year -1st January
- ii. Republic Day- 26th January
- iii. International Women's Day -08th March
- iv. Institute's Foundation Day -10th March
- v. Nurse's Day – 12th May
- vi. Doctor's Day – 01st July
- vii. Independence Day -15th August
- viii. Gandhi Jayanti – 02nd October
- ix. Constitutional day – 26th November

8. Assured Quantity:

- i. **Minimum Assured quantity shall be equivalent to 12 Total Meals Per Day.**
- ii. Minimum **100 cups of tea** (50 in the morning at 10.30 am and 50 in the evening at 3.30 pm for IIT B Hospital employees) to be made available on all working days and **30 cups** on Saturdays, Sundays and holidays. The service provider should provide material for making 10 cups of tea at night every day.

9. List of Vegetable:

For 4 weeks	Morning	Evening
1	Simla mirchi	Cauliflower
2	Palak	Pumpkin
3	Lady finger	Papdi
4	Loukie	Suran
5	Baigan	Gawar
6	Tondli	Beans
7	Cauliflower	Chawali
8	Mutter paneer	Brinjal
9	Simla mirchi	Methi
10	Cabbage	Gawar
11	Mattar	Muli
12	Chawali	Simla mirchi
13	Palak	Pumpkin
14	Lady finger	Methi
15	Loukie	Suran
16	Beans	Cabbage
17	Tondli	Carrot
18	Baigan	Palak
19	Palak paneer	Brinjal
20	Chawali	Mooli
21	Simla mirchi	Gawar
22	Mutter paneer	Cauliflower
23	Cabbage	Tondli
24	Baigan	Papadi
25	Suran	Loukie
26	Red pumpkin	Lady finger

10. Diet chart:

IIT Hospital Diet Chart									
No. of Patients	Rice	Wheat	Dal	Oil	Sugar	Tea	OD Oral Diet	DD Diabetic Diet	FD Liquid Diet
1	120	200	60	30	30	7	700	880	1105
2	240	400	120	60	60	14	1400	1760	2210
3	360	600	180	90	90	21	2100	2640	3315
4	480	800	240	120	120	28	2800	3520	4420
5	600	1000	300	150	150	35	3500	4400	5525
6	720	1200	360	180	180	42	4200	5280	6630
7	840	1400	420	210	210	49	4900	6160	7735
8	960	1600	480	240	240	56	5600	7040	8840
9	1080	1800	540	270	270	63	6300	7920	9945
10	1200	2000	600	300	300	70	7000	8800	11050
11	1320	2200	660	330	330	77	7700	9860	12155
12	1440	2400	720	360	360	84	8400	10560	13260
13	1560	2600	780	390	390	91	9100	11440	14365
14	1680	2800	840	420	420	98	9800	12320	15470
15	1800	3000	900	450	450	105	10500	13200	16575
16	1920	3200	960	480	480	112	11200	14080	17680
17	2040	3400	1020	510	510	119	11900	14960	18785
18	2160	3600	1080	540	540	126	12600	15840	19890
19	2280	3800	1140	570	570	133	13300	16720	20995
20	2400	4000	1200	600	600	140	14000	17600	22100
21	2520	4200	1260	630	630	147	14700	18480	23205
22	2640	4400	1320	660	660	154	15400	19360	24310
23	2760	4600	1380	690	690	161	16100	20240	25415
24	2880	4800	1440	720	720	168	16800	21120	26520
25	3000	5000	1500	750	750	175	17500	22000	27625
26	3120	5200	1560	780	780	182	18200	22880	28730
27	3240	5400	1620	810	810	189	18900	23760	29835
28	3360	5600	1680	840	840	196	19600	24640	30940
29	3480	5800	1740	870	870	203	20300	25520	32045
30	3600	6000	1800	900	900	210	21000	26400	33150

This scope of work shall form the basis for the provision of comprehensive dietary and kitchen services to IIT Bombay Hospital, ensuring timely, hygienic, nutritious, and patient-centric food services in compliance with hospital standards and statutory requirements.

SECTION 5: TERMS & CONDITIONS OF THE CONTRACT

A) AWARD OF CONTRACT:

1. IIT Bombay shall award the contract to the technically qualified eligible BIDDER whose bid has been determined as the lowest evaluated commercial bid.
2. If more than one BIDDER happens to quote the same lowest price, IIT Bombay reserves the right to award the contract to more than one BIDDER or any BIDDER.
3. The contract will initially be awarded for one year. Thereafter, it may be extended for an additional two years on a yearly basis, with a price revision, if the performance is found satisfactory.
4. The rate of the meal will be increased by 5% every year. However, no increase shall be applicable to the rate of Ginger Tea for staff.

B) EARNEST MONEY DEPOSIT:

1. Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rs. One Lakh Only) in the form of Demand Draft in favor of 'The Registrar, IIT Bombay' payable at Mumbai to be submitted in Technical Bid. Failing which, the submitted bid will be rejected.
2. EMD of unsuccessful bidders will be returned within 30 days after the award of the contract.
3. EMD of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender. Further, if the successful tenderer fails to furnish the required performance security within the specified period, its EMD will be forfeited.

C) PERFORMANCE BANK GUARANTEE / SECURITY DEPOSIT:

1. The successful service provider has to submit a Performance Guarantee as per the format furnished under Annexure 6 within 15 days from the date of receipt of the contract, failing which the award will be cancelled.
2. The PBG shall be kept valid during the period of the contract and shall remain valid for a period of 60 days beyond the period of contractual obligations. If the contract is further extended beyond the initial period, then the service provider shall initiate extensions to PBG one month before the expiry of PBG.
3. Successful tenderer/ service provider should submit a performance guarantee as prescribed above to be sent to the Assistant Registrar, Materials Management Division, IIT Bombay within 15 days from the date of receipt of the contract. The PBG is to be furnished in the form of a bank guarantee as per Annexure 6 for an amount of Rs. 3,00,000/- (Rs. Three Lakhs only).
4. The Performance Guarantee should be established in favor of "The Registrar, IIT Bombay". PBG is to be established through any of the National/ Scheduled

Commercial Banks (whether situated at Mumbai or outstation) with a clause to enforce the same on their local branch of Mumbai.

5. Performance Guarantee Bond shall be for the due and faithful performance of the contract and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded or agreed to between the successful tenderer and the purchaser under the terms & conditions of acceptance to the tender.
6. The successful tenderer is entirely responsible for the due performance of the contract in letter and spirit and all other documents referred to in the acceptance of tenders.
7. If the successful service provider fails to submit the Performance Guarantee Bond, then the purchase order/contract will be cancelled.
8. No interest shall be payable by the buyer to the service provider on PBG.

D) PAYMENT TERMS:

1. Payment will be made on a monthly basis.
2. The calculation of monthly payment will be done as per actual consumption of each component of per day meal subject to the 'Assured Quantity' specified in Section 4.

E) PENALTY:

Sr. No.	Nature of Default	1 st Instance	2 nd Instance	3 rd Instance
1	Deficiency in the quality of food items prepared.	5000/-	10000/-	Termination of Contract & forfeiture of Security Deposit
2	Deficiency in cleanliness and maintenance of hygiene in the Kitchen area.	5000/-	10000/-	Termination of Contract & forfeiture of Security Deposit
3	Deficiency in cleanliness and maintenance of outside area including disposal of waste material.	5000/-	10000/-	Termination of Contract & forfeiture of Security Deposit

F) FORCE MAJEURE:

Force Majeure will be accepted on adequate proof thereof.

G) LEGAL MATTER:

In the event of any dispute over this contract, IIT Bombay's decision shall be final and binding. Jurisdiction of Mumbai Courts only.

H) TERMINATION OF CONTRACT

The Contract will commence from the date of Award of Contract for a period of one year and shall remain in force unless terminated earlier. IIT Bombay reserves the right to terminate the Contract at any time, and without assigning any reasons thereof by giving THREE MONTHS notice of their intention to do so in writing, and the bidder shall not be entitled to demand compensation because of such termination.

SECTION 6: PRICE BID

Tender No: - MMD/KITCHEN/SC/2026-27 dated 13th July, 2026

Sr. No.	Description of Items	Qty	Unit Price (₹)	Taxes (₹)	Total Price (₹)
1.1	Breakfast	1 no.			
1.2	Mid-Meal	1 no.			
1.3	Lunch	1 no.			
1.4	Evening Tea & dry snacks	1 no.			
1.5	Soup (Evening)	1 no.			
1.6	Dinner	1 no.			
1.7	Milk (Night)	1 no.			
(A)	Total Meal Per Person Per Day				
(B)	Ginger Tea for Staff	1 no.			
	Total Amount (A) + (B)				

Note:

1. The total bid price in the above column should be inclusive of all taxes and levies for transport, loading, unloading, etc.
2. The bidder should not quote more than Rs. 20/- for Ginger Tea.(B)

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

SECTION 7 - ANNEXURES
ANNEXURE 1 - BIDDER'S INFORMATION
(On Company/Firm's Letterhead)

Details of the Bidder:		
1	Name of the bidder	
2	Registered Office /Shop Address of the bidder	
3	Details of the Incorporation /Shop Establishment License of the Company	Date Registration No.
4	Valid GST Registration No.	
5	Permanent Account No, (PAN)	
6	Name & Designation of the Contact Person	
7	Address for Communication	
8	Telephone No. with STD code	
9	Email Address for contact person	

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE 2 - DECLARATION REGARDING CLEAN TRACK

(On Company/Firm's Letterhead)

To,
Asst. Registrar (MM)
Materials Management Division
IIT Bombay, Powai,
Mumbai – 400076

Date:

Sir,

Re: Tender No. **MMD/KITCHEN/SC/2026-27** dated **13th July, 2026** for “Tender for providing Kitchen Services at IIT Bombay Hospital”.

I/we have carefully gone through the Terms & Conditions contained in the above-referred tender. I/we hereby declare that my company/firm is not currently debarred/blacklisted/convicted by any Government /Semi-Government Organizations / Institutions in India or abroad. I/we further certify that I'm a competent officer in my company /firm to make this declaration.

Or

I/we declare the following:

Sr. No.	Country in which the company is debarred /blacklisted/ case is pending	Blacklisted/debarred by Government / Semi-Government Organizations/Institutions	Reason	Since when and for how long

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding the Period for which the company/firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE 3 - DECLARATION OF ANNUAL TURNOVER

(On Company/Firm's Letterhead)

To,
Asst. Registrar (MM)
Materials Management Division
IIT Bombay, Powai,
Mumbai – 400 076.

Date:

Sir,

Re: Tender No. **MMD/KITCHEN/SC/2026-27** dated **13th July, 2026** for “Tender for providing Kitchen Services at IIT Bombay Hospital”.

I/we hereby declare that our firm's Annual Turnover and I/we have also supported an Audited Accounts for your reference:

F. Y. 2023-24	F. Y. 2024-2025

Yours faithfully,

(Signature of the service
provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE 4 - EXPERIENCE IN SIMILAR WORK

(On Company/Firm Letterhead)

To,
Asst. Registrar (MM)
Materials Management Division
IIT Bombay, Powai,
Mumbai – 400 076.

Date:

Sir,

Re: Tender No. **MMD/KITCHEN/SC/2026-27** dated **13th July, 2026** for “Tender for providing Kitchen Services at IIT Bombay Hospital”.

Brief particulars of the similar work done during the last five years in IITs/ Govt. Organizations/ Semi Govt. Organizations/ PSUs (Please attach a copy of at least two work orders & their reference letters):

Sr. No.	Name of Organization	Work Order/Purchase Order (No. & Date)	Amount of Work Order/Purchase Order	Details of contact person (Name, Add & contact no.)

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE 5 - DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS

(On Company/Firm's Letterhead)

To,
Asst. Registrar (MM)
Materials Management Division
IIT Bombay, Powai,
Mumbai – 400 076.

Date:

Sir,

Re: Tender No. **MMD/KITCHEN/SC/2026-27** dated **13th July, 2026** for “Tender for providing Kitchen Services at IIT Bombay Hospital”.

I/we have carefully gone through the Terms & Conditions as mentioned in the above referred tender document. I/we declare that all the provisions of this tender are acceptable to my company. I /we further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the service provider)

Printed Name

Designation Seal

Date:

Business Address:

ANNEXURE 6 - FORMAT FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT MUMBAI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT MUMBAI OR ANY SCHEDULED BANK SITUATED AT MUMBAI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

LETTER OF GUARANTEE

To,
The Registrar,
Indian Institute of Technology Bombay
Powai, Mumbai – 400 076.

WHEREAS Indian Institute of Technology Bombay (Buyer) have invited bids vide Tender No. Dt. for purchase of AND WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to supply the goods or service in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of “**The Registrar, Indian Institute of Technology Bombay**” in the form of Bank Guarantee for ₹ 3,00,000/- (Rupees Three Lakhs only) and the said guarantee shall be valid till 60 (sixty) days beyond the duration of service period / contractual obligations.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the equipment / machinery, etc. this Bank shall pay to Indian Institute of Technology Bombay on demand and without protest or demur ₹ (Rupees).

This Bank further agrees that the decision of Indian Institute of Technology Bombay (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Indian Institute of Technology Bombay (Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed ₹ (Indian Rupees only).
2. This Bank Guarantee shall be valid up to(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Bombay serves upon us a written claim or demand on or before.....(date).

This Bank further agrees that the claims, if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch).

Yours truly,

Signature and seal of the guarantor:
Name of Bank:
Address:
Date:

SECTION 8 - CHECKLIST

The following items must be checked before the Bid is submitted:

A. Envelope “1”

- Demand Draft for Rs.1,00,000/- (Rs. One Lakh only) towards Earnest Money Deposit.
- Eligibility Criteria Responses (each page duly sealed and signed by the authorized signatory).
- Annexure 1: Bidder's Information
- Annexure 2: Declaration Regarding Clean Track by Bidder
- Annexure 3: Declaration of Annual Turnover
- Annexure 4: Experience in Similar Work
- Annexure 5: Declaration for Acceptance of Tender Terms and Conditions
- Undertaking on letterhead as mentioned in Section 2 (Point no. 11)
- Details of the registered food outlets/central kitchen
- Reference letters

B. Envelope “2”

1. Price Bid

Note: Your quotation must be submitted in two envelopes **Technical Bid (Envelope 1)** and **Price Bid (Envelope 2)** super scribing on both the envelopes the Tender No. and the due date and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed with our Tender No. & Due date.