



भारतीय सूचना प्रौद्योगिकी संस्थान गुवाहाटी

**INDIAN INSTITUTE OF INFORMATION TECHNOLOGY GUWAHATI**

Gopinath Bordoloi (G.N.B.) Road, Ambari, Guwahati-781001, India

Website: [www.iiitg.ac.in](http://www.iiitg.ac.in), Phone:0361-2630015/16

**Tender document for Catering services in the Boys' Hostel & Girls' Hostel of Indian Institute of Information Technology Guwahati (IIITG) at Bongora, Guwahati 781015**

**Tender No. IIITG/ADMIN/03/2018-19/01**

**Dated 31.05.2018**



NIT No. IIITG/ADMIN/03/2018-19/01

DTD.31.05.2018

**Notice inviting Tender for Catering services in the Boys' Hostel & Girls' Hostel of Indian Institute of Information Technology Guwahati (IIITG) at Bongora, Guwahati 781015**

Indian Institute of Information Technology Guwahati (IIITG) is an Institute of National Importance, established by an act of parliament under Ministry of Human Resource Department (HRD), Govt. of India. It is one of the 20 IIITs set up by the Govt. of India in Public Private Partnership (PPP) Mode.

The institute offers B.Tech courses in Electronics and Communication Engineering (ECE) and Computer Science Engineering (CSE), and PhD programmes in ECE, CSE, Mathematics, and Humanities and Social Sciences (HSS). The institute also starts M.Tech programmes this year. IIIT Guwahati stands tall for its excellence in Academics and Research with top class faculty, staff and students

At present the institute is operating from its temporary campus at Assam Textile Institute, GNB Road, Ambari, Guwahati. The permanent campus of the institute, where the services required to be rendered as per this Tender, is built up on a 67 acres of land at Bongora which is just 4km away from the Guwahati (LGBI) Airport. The institute is planning to shift to its permanent site within July, 2018. The campus is surrounded by its own boundary, well equipped with Telephone, Internet, Electricity, Water Supply and 24x7 hrs Security protected.

The new campus is coming up with a 400 seater Boys' Hostel, 100 seater Girls' Hostel, the Academic cum Administrative Complex, the Faculty residences and Utilities. The institute has faculty strength around 50, Staff 20 Nos., B. Tech and M.Tech Students around 425 and Research Scholars 45.

The institute is desirous of appointing a caterer for providing Catering Service in the Boys' Hostel & Girls' Hostel at Permanent Campus, Bongora, Guwahati. Interested bidders are requested to go through the minimum qualification criteria and submit their bids along with all supporting documents to the address below on or before 15.06.2018 up to 02.00 p.m.

The Director  
Indian Institute of Information Technology Guwahati  
Assam Textile Institute campus, G.N.B. Road, Ambari, Guwahati, Pin-781001

The bids will be opened on 15.06.2018 at 2.30 p.m. in presence of bidders. Bidders authorized representatives are requested to be present at the time of opening of the bids.

As a part of short listing exercise, prospective service providers will be required to make a short presentation not exceeding 15 minutes on their company/ organization/firm, expertise, experience and proposed solution for providing services to IIIT Guwahati before a Committee on the date of opening the Bids at 2.30 p.m. in the Conference Room, IIITG. Bidders may also be asked to provide sample food cooked by their staff, for evaluation. The bids will be evaluated as per guidelines in Annexure-IV. As prices are fixed (see Annexure-III), the bid with the highest score will be awarded the contract.

The Director, Indian Institute of Information Technology Guwahati reserves the right to accept/ reject any or all the bids without assigning any reason. The Director also reserves the right to amend the scope of the work or the number of manpower required at any point of time. Any attempt on the part of any company/ organization/firm to influence, negotiate directly or indirectly with the Institute will lead to exclusion from consideration. The decision of the Institute in this regard shall be final.

Sd/-  
Gautam Barua  
Director, IIIT Guwahati



### **Minimum Qualifications for submission of Bids:**

1. The bidder must be from within the state of Assam and should have registration of catering services under relevant Statutory act (Food safety & Standard Act.2006), either as sole proprietor or as a registered firm/company to run food catering services.
2. The bidder should have minimum 3 years of experience in providing Food catering/Mess services in reputed organizations such as University/Institute or any other public/private residential campus, or any public facility like Conference Centres, Auditoriums, airport facilities, serving at least 200 people as an unit.
3. The Bidder shall have at least one similar contract of minimum annual value Rs.50 Lakh, either ongoing, or completed in the last two years.
4. The bidders shall have average annual turnover of Rs.1 Crore in the last three financial years.
5. The bidder should be registered with appropriate registration authorities/labour commissioner etc.
6. The bidder should be registered with Income Tax, Service tax/GST and all other relevant Departments.
7. The bidder should be registered with appropriate statutory authorities under EPF and ESI acts.
8. The Bidder should have its own bank account

All supporting documents against the above minimum qualifications must be enclosed with the bid. A simple undertaking claiming the stated criteria will not be treated as sufficient. Caterers serving only snacks & beverages will not be treated as qualified.

### **Instructions to bidders:**

#### **1. Submission of Bids:**

The bids are to be submitted in one part inside one envelope super scribing "Tender for providing Catering services in IIITG Hostels" and be addressed to "Director, IIIT Guwahati, Assam Textile Institute campus, GNB Road, Ambari, Guwahati 781001"

#### **2. Documents to be submitted with the bid:**

- i) A covering letter addressed to Director, IIIT Guwahati, GNB Road, Ambari, Guwahati, in bidders letter head describing bidders profile in brief, the strength and suitability to meet quality standards as per this tender and
- ii.) The following documents:
  - a. Annexure-I (Bid proforma to be filled up and all required supporting documents to be enclosed)
  - b. Tender Fee: DD of Rs.1000.00 (Rupees one Thousand Only) in favour of IIIT Guwahati
  - c. E.M.D. : A DD or Bank Guarantee of Rs.1 Lakh in favour of IIIT Guwahati
  - d. Annexure: II (Declaration)
  - e. Annexure-III (Proposed menu to be provided)



**3. Opening of Bid:**

Bids will be opened at 2.30 p.m. in the Conference Hall of IIITG on 15.06.2018. Bidders or their authorized representatives will be present at the time of opening.

**4. Pre-Bid Meeting:**

A pre bid meeting is being organized in the Institute permanent site at Bongora on 06.06.2018. All interested bidders are requested to assemble within 11.30 a.m. in front of the Boys' Hostel. The institute representative will apprise the scope of services and obligations in the proposed contract. All prospective bidders may ask for clarifications if any during this meeting.

Intending bidders are advised to inspect and examine the site and satisfy themselves before submitting their tenders. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.

**5. Validity of the Bids:**

The tender submitted by the firm shall remain valid for 60 days from the date of opening for the purpose of acceptance and award of work. Validity beyond 60 days from the date of opening shall be by mutual consent.

No tenderer will be allowed to withdraw / alter / modify after submission of tenders within the bid validity period otherwise the EMD submitted by the tenderer would stand forfeited.

EMD will be liable to be forfeited if the tenderer selected for the work fails to accept and sign the formal agreement or to start the work on the date stipulated in the work order.

**6. Duration and Scope of contract:**

The contract shall be initially for 2 years. However, the contract may be renewed for another 3 years on year-on-year basis based on the satisfactory performance and mutually agreed upon terms. In case of unsatisfactory performance, the contract will be terminated by giving one month's notice.

The successful bidder will provide service to both the Boys' and Girls' Hostels with cooking taking place in the Boys' Hostel. Some of the boys may be staying at some of the flats meant for faculties. These boys will come to the Boys' hostel dining hall for their meals.

The Girls' hostel portion of the contract may be allotted to some other party after one year. This will depend on the number of Girl students.

**7. Evaluation Methodology:**

The bids will be examined by a Committee formed by the Institute and marks will be awarded to each bid as per the scoring given in Annexure IV. The bidder with the highest score shall be the successful bidder.

As part of the evaluation, committee members will evaluate sample food cooked by the bidder in an existing establishment. Further, the bidder may be asked to cook and serve a meal at the Institute.

The successful bidder will be given the work order within 15 days from the finalization of the Tender. The bidder will then enter into an agreement with the Institute.

**8. Security Deposit:**

Upon entering into a contract/agreement, the successful bidder will submit a Security Deposit (SD) of Rs.1 lakh within 3 weeks or else the bidder may give in writing to convert the EMD to SD. The SD shall be released after 60 days beyond the date of expiry of the contract.



The performance security will be furnished in the form of an account payee Demand Draft or Bank Guarantee drawn in favour of "The Director, IIITG payable at Guwahati".

In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit by the caterer will be liable to be forfeited besides termination of the contract.

**9. Obligations of IIITG and the Successful Bidder:**

- a. The institute premises will be equipped with water, electricity, firefighting equipment, emergency power supply/DG set, internet/wifi services etc.
- b. Electricity charges for use in cooking and storage and in related apparatus (toasters, refrigerators, geysers, mixer grinders, ovens, kneading machine and equipment for cutting, grilling vegetables etc.) will have to be paid by the successful bidder on the basis of a meter installed in the kitchen area. Electricity required for lighting required for rendering the services and for water coolers if any, will be borne by the institute.
- c. IIITG will obtain the gas connection in its name, but the successful bidder has to handle the application process etc. Gas cylinder refills will have to be paid for by the successful bidder at the rates applicable for such establishments.
- d. Water will be supplied free of charge.
- e. IIITG will provide cooking utensils, servicing items, plates, dishes, spoons etc. The Caterer shall be the custodian of institute property, mess inventories during the period of the contract. Except normal wear and tear, the caterer will be responsible for theft or damage of these properties.
- f. IIITG will provide furnished Dining Hall and service desks, furnished Kitchen room to prepare food, store room for cylinders etc.
- g. All cleaning material (soaps, detergents, brooms etc.) will be the responsibility of the successful bidder.
- h. IIITG will provide a store room with rack/almirah for the caterer to keep consumables and the tools and tackles required for the services.
- i. IIITG will provide quarters for mess workers to stay in the Boys' Hostel area.
- j. IIITG will keep complaint/suggestion registers for various locations which shall be subject to examination by designated officers. The Mess Manager will have to address these complaints so as to maintain the services as per the satisfaction of the institute.
- k. Major civil or electrical works will be taken care of by the institute.

**10. Terms of Monthly Payment:**

The successful bidder shall raise the bill, in duplicate, along with students attendance register. At the same time the caterer will also display the student dues in the notice board of the respective Hostels or online. The caterer will not charge a student if he/she opts out from Mess services for 5 days or more with prior information in record. If there is any point of conflict, the student must bring it to the notice of the Hostel warden and warden will instruct the caterer to take corrective action.

The statutory levies will be as per Govt. rules and may change from time to time. All such levies will be paid by the Institute. The caterer need to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code and IFSC code etc., to facilitate payment through bank (digital payment). Monthly payment shall be made after clearance of the bill by the Hostel Warden. TDS/Income Tax and penalties if any shall be deducted from the monthly bill as per rules and the conditions of the contract.



**11. PENALTY**

Deduction on account of unsatisfactory catering services will be made from the monthly bill on the following grounds:

- a. In case of complaints raised by majority of students for quality of food, Rs.1000/- per day will be deducted from a monthly bill.
- b. An amount max. Rs.2000.00 per day for not providing food as per menu scheduled by mess committee.
- c. An amount Rs.5000.00 maximum per instance for any harmful object, worms/insect found in food served.
- d. In case of non-maintenance of cleanliness in dining and kitchen areas, Rs.1500.00 per month.
- e. In case of loss /theft/damage caused to institute property and amount of such loss will be determined by the institute authority.
- f. In case of unforeseen or peculiar circumstances beyond the instances above, the decision of the institute shall be final as far as imposition of penalty is concerned.

**12. TERMINATION OF CONTRACT**

- a. If the services of the caterer are not found satisfactory or in case of breach of terms and conditions of the agreement, the caterer will be given warning notice and if the services are found still unsatisfactory the contract may be terminated by giving one month notice. During notice period both parties will discharge their obligations.
- b. In case the caterer is required to (or decide otherwise) to discontinue the contract, he/she should give at least three months' notice to IIITG, and shall render the services till the alternate arrangements are made.

**13. LEGAL**

Any legal dispute arising out of the contract as per this tender shall be exclusive jurisdiction of High Court in Guwahati subject to the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

**14. FORCE MAJEURE**

The term "Force Majeure" shall mean, acts of god, war revolt, riots, fire, flood and act and regulations of the Government of India or any of its authorized agencies. In the event either party being rendered unable by Force Majeure to perform their obligations to be performed by them under this agreement, the party affected shall notify the other party in writing within 7(seven) days of the occurrence of such alleged Force Majeure. Neither of the two parties shall be liable for any penalty/payment during the period of Force Majeure. .



### **Scope of services**

The caterer (successful bidder) is required to prepare food and serve breakfast, lunch and dinner for students of both the Boys' and Girls' Hostels. Cooking will be done in the Boys' Hostel only, but food will be served on both the Boys' and Girls' Hostels. Provision for guests / visitors have to be made. Food will be as per the menu approved by the Mess Committee and will be based on the menu suggested by the caterer. The caterer also has to keep the mess and its surroundings clean. The detailed scope of work is outlined below:

1. Good quality raw materials, both dry and wet rations, have to be procured. See Annexure V for details.
2. Washing and cleaning raw materials has to be done hygienically.
3. Meals have to be served hot using service utensils (breakfast, lunch and dinner).
4. Caterer has to ensure that there are adequate stocks and inventories.
5. Add-on sales must be provided of items. The items and their costs will be approved by the mess committee. Residents may use these add-ons to get 'extra' items not included in the basic menu.
6. Utensils, kitchen and serving items have to be cleaned after every meal in soap solution and hot water and then dried up and kept ready for the next meal. Water coolers and purifiers should be kept clean and it should be ensured that they are in order. Faults are to be reported immediately.
7. Cooking, dining and auxiliary areas must be cleaned after every meal and the areas should be disinfected as and when required.
8. Segregation of garbage (bio-degradable and non-biodegradable) and disposal of garbage every morning in earmarked area of the Institute.
9. Security of the equipment, utensils and other items in the mess.
10. Maintenance of the equipment in the kitchen and dining area.
11. Maintenance of books, ledgers, other records and documents related to running of the facility.
12. Deployment and supervision of required man power for the above mentioned tasks.
13. Transportation of raw materials and all the consumables, including filling and refilling of the gas cylinders, to the hostel will be the sole responsibility of the caterer at his own risk and cost.
14. The utensils such as tea spoons, forks, knives, stainless steel tumbler glass, katoris etc. should be kept under custody of the caterer. The items should be counted once in a month and the caterer will be responsible for loss if it is found in shortage.
15. The mess will be kept open at least 15 minutes before schedule and shall be kept closed at night after service delivery is over and the keys shall be deposited to Security office every day.
16. The caterer shall ensure that all safety precautions are properly taken during the process of cooking by its employees. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instruments, and fire -fighting Equipment etc. placed at the disposal of the hostel mess.



### Location of Services

Initially the caterer will be required to arrange centralised cooking in the Boys' Hostel. The services to Boys' Hostel will be provided in the Dining Hall attached to Boys' Hostel and to Girls' in the Dining Hall attached to the Girls' Hostel. The total boarders in both Hostels will be around 450 which may vary by 15-20%.

### Time Schedule

The caterer will maintain the following time schedule for various Mess services

<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>
7:00 AM to 9 AM	12:30 Noon to 2:30 PM	8.30PM to 10:30 PM

Timings may vary as per class schedules which will be notified in advance. The Service provider will keep the food ready at least 15 minutes before the schedule times. Except unavoidable circumstances, no delay will be entertained and penalty will be levied for delayed service.

**Caterer will arrange to prepare veg and non-veg items separately and common utensils will not be used to cook or to serve. Also, veg and non-veg items shall be served in separate counters. Printed leaflets in bold are to be attached in such counters for identification.**

### Food/Menu

The bidder will provide details of the menu to be provided in three meals (**breakfast, Lunch and Dinner**). In lunch and dinner, all items except non-veg items (and their veg substitutes) are to be served in unlimited quantity on a buffet spread per day of various items to be served to an adult in the Proforma at **Annexure-III**.



## General Terms & Conditions:

### Bid Related

1. Any conditional bid will be rejected.
2. Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and condition, laid down by the institute.
3. The Director, IIITG may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the Director of this institute shall be final and binding on the bidders.
4. The Director, IIITG reserves the right to withdraw/relax/interpret any of the terms and conditions mentioned herein.
5. The Earnest Money will be forfeited if the bidder rescinds from the offer. In case, the successful tenderer declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what so-ever reasons, his EMD will be forfeited. The bidder with the next highest score will then be offered the contract. The Earnest Money of unsuccessful tenderers will be returned as soon as the successful bidder signs an agreement with the Institute.

### Operations Related

1. The caterer will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the institute.
2. All personnel/employees/workmen employed by the caterer shall be, preferably, in the age group of 18 – 50 with good health and sound mind. The Caterer shall not employ any child labourer.
3. The personnel/employees/workmen of the caterer shall be liable to security screening by the Security Staff/Agencies deployed by IIITG.
4. The caterer, if selected shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other caterer after award of the contract. If it does, the contract will be terminated.
5. The caterer shall appoint fully qualified and competent single point of contact for dealing with official correspondence. The selected caterer will enforce quick response time, customer care, quality and grievance redressal mechanism etc., They will maintain service escalation matrix.
6. The caterer as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees / workmen to fulfil their obligations under this agreement with enough reasons for doing so, with prior approval of the institute authority (to ensure that replacements are qualified and meet the standards promised in the bid).
7. The employees/workmen employed by the caterer shall always be under the direct and exclusive control and supervision of the caterer.
8. The caterer shall furnish the following documents in respect of the manpower who will be deployed to IIITG before the commencement of work:
  - i.) List of Manpower and a Bio-data of the persons with passport size photograph.
  - ii.) Certificate of verification of antecedents of persons by local police authority.
9. The selected caterer shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc.
10. The caterer should provide appropriate uniforms to all personnel employed by him. The staff must wear uniforms as per their job assignments.
11. The caterer will not allow any unauthorized person including company officials to stay in the IIITG premises. If at any time or during surprise check it is found that any unauthorized person is staying in the campus, the caterer will be directly responsible and a financial penalty of Rs.5000/- per day will be imposed on the caterer and the same will be recorded in the complaints precedence register.



12. IIITG will not be responsible for any injury, accident, disability, or loss of life to the caterer or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the caterer. The caterer has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them under their pay roll and submit a proof to this effect.
13. Compliance of policy regulation viz., payment of government minimum wages act, employers liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the caterer. In this regard the caterer at all-time should indemnify IIITG against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summarily termination of contract and/or such other action as the state me deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IIITG authority for verification and record.
14. The selected caterer will be required to pay minimum wages as prescribed under the Minimum Wages Act of Labour and Employment Department, Govt. of Assam. The bidder will maintain proper record as required under the Law / Acts. The caterer shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of Minimum Wages Act. The authorized representative of the Institute & officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the caterer will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IIITG. The institute is not liable to pay any claim or dues to the staff engaged by the caterer, for any reason whatsoever.
15. The wages to the caterers workers will be paid by the caterer as per latest circular of Labour and Welfare Department, Govt. of Assam vide ref. no. ACL/43/2004/8240-306 Dated 30.05.2017. The breakup is as provided below at present:

Sl. No.	Description	Category of Manpower		
		(unskilled)	(semi-skilled)	Skilled other than ITI Holder
1.	Basic Wage + VDA per month	7722.00	8955.60	10811.70
2.	EPF: 13.15% on ceiling amount of 15000	1015.44	1177.66	1421.74
3.	ESI (4.75%) per month	366.79	425.39	513.56
4.	Total: Sl. No. 1 to 3 (round off)	9104.00	10559.00	12747.00

For daily wages/VDA etc., the bidder will follow the latest circular of Labour Welfare Department, Govt. of Assam. Increase in DA or basic wages as and when applicable will be paid by the bidder. If wages change by more than 10%, the caterer can make a proposal for enhancement of rates.

16. Caterer is responsible to obey and act in accordance with the labour laws. The institute shall not be responsible for any disputes / court cases/ reconciliation processes etc. arising out of the failure to do the same.



17. The manpower deployed by the caterer for the contract job shall not be entitled for leave, claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IIITG. Even after termination of the contract also, the persons deployed by the caterer shall not be entitled to any such claims. Leave provisions have to be as per the Minimum Wage Circulars of the Govt. of Assam.
18. The engagement of personnel by the caterer will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in IIITG.
19. The selected caterer shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IIITG to concerned tax collection authorities from time to time as per extant rules and regulations.
20. Caterer shall employ one permanent Mess Manager with full financial power for running mess services hostels smoothly. The Mess Manager must possess requisite qualification and experience of managing large student messes. The Manager engaged by the caterer shall be well conversant in Assamese, Hindi and preferably in English.
21. Caterer shall ensure that the employees are in clean and proper uniform and maintain personal hygiene and maintain discipline in the campus. Aprons, gloves, head caps and different shoes for kitchen as a part of the uniform are mandatory.
22. During vacations (Puja Vacation, Winter Vacation, and Summer Vacation) of approximately 3½ months duration, hostel messes will remain closed. However, the caterer has to run a centralized mess on payment basis for the students who will be staying in the campus during such vacations.
23. If any student opts out from Mess facility for 5 days or more due to an official reason, breaks/exceptional case, caterer will not charge for such boarder provided such information is given in advance through Hostel Warden.
24. The institute will form a Central Mess Committee headed by a Chairman. Central Mess Committee will be constituted with Faculty representatives, Students representatives, staff representatives to monitor the operation of the mess.
25. Timings, changes in menu (if necessary), and price of extra items will be determined by the Mess Committee in consultation with the caterer.
26. Caterer shall, at his own cost, maintain adequate stocks of food grain, grocery, and shall adhere to the standards fixed by the institute.
27. Caterer will not be permitted to franchise the hostel mess for any other commercial activity outside the scope of student hostel.
28. Caterer shall arrange for cooking and serving of Vegetarian and Non Vegetarian food items separately. In no case Vegetarian food item shall be cooked in the place where Non vegetarian food items are cooked.
29. Kitchen equipment, gas (industrial cylinder) bank, service counters, cooking utensils, crockery, cutlery etc. shall be provided by the institute. Dining Hall furniture will be provided by the institute. Upkeep of all such items will be the sole responsibility of the Caterer. Servicing of Crockery items will be the responsibility of the caterer.
30. Refilling of industrial cylinders and procurement of consumables will be the sole responsibility of the Caterer.
31. The food prepared by the caterer shall be neither too spicy nor oily. The oil that remains after deep frying shall not be reused for cooking again. The mess committee shall be authorized to impose fine in case of unhygienic and substandard food items or malpractices followed by the caterer.
32. Cleaning and Housekeeping of Kitchen and dining area with adequate staff members will be the sole responsibility of the Caterer.
33. The caterer will provide sanitation items such as soap oil, hand wash, tissue paper etc. where food is served.
34. Caterer shall arrange for the disposal of waste materials, leftover eatables, etc. in a designated place earmarked by the IIITG administration.



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35. Hostel Administration/Mess Committee will have the right to check on cleanliness and upkeep of premises and quality of provisions used, and quality of the food served in the mess.
36. Coupons for guest meals and extra meal shall be sold (given) to the customer on payment basis for the same by the caterer. The price of the same shall be decided by the Mess Committee in consultation with the Caterer.
37. Caterer shall keep complaint register in each counter of the messes for lodging complaint by the students.
38. Caterer shall attend a monthly meeting of the mess committee, failing which a penalty will be imposed.
39. The institute reserves the right to appoint more than one caterer for different hostels.
40. Hostel administration reserves the right to incorporate any additional term as it will deem fit for the smooth operation of Mess.



**Bid Proforma**

**For Catering services in IIITG Hostels, Bongora, Guwahati 7810015**

Tender No.....

dated.....

Name of the Bidder & Address:.....

1.	Name of the Firm/Company/Caterer and address (Attach a copy of registration)		
2.	Name of the Director/Proprietor/Head etc.		
3.	Address of the Registered office, Local office in Guwahati		
4.	Registration under FSSAI. Whether ISO certified. If so enclose the copy of relevant certificate.		
5.	Contact Details: a. Phone/Fax/Mobile Nos. b. Email c. Website if any.		
6.	PAN No./TIN (Attach a copy)		
7.	GST Registration No. (Attach a copy)		
8.	Labor Commission Registration No. (Attach a copy)		
9.	EPF Registration No. (Attach a copy)		
10.	ESI registration No. (Attach a copy)		
11.	Financial Turnover in last Three FYs (in lakhs) Attach a copy of Audited statement of each )		
a.	FY: 2015-16		
b.	FY: 2016-2017		
c.	FY:2017-18		
12.	List of similar contracts with reputed institutes/organizations/PSUs/University etc. (Attach a copy of work order/completion certificate in each case)		
	<b>Name of the Organization</b>	<b>Contract Value (Annual)</b>	<b>Duration</b>
a.			
b.			
c.			
d.			
e.			
13.	Tender fee Details (Enclose the DD with the Bid)	DD No..... Dtd..... Of..... Bank	
14.	EMD Details (Enclose the DD with the Bid)	DD No..... Dtd..... Of..... Bank	



**Details of Manpower to be deployed:**

Type of manpower	category	Nos.
Manager	Skilled	
Chief Cook	Skilled	
Assistant Cook	Semi-Skilled	
Helper/Housekeeper	Un skilled	

**Biodata of the Manager, Chief Cook and Assistant Cooks are to be provided.**

**Note:** This proforma after filling up details has to be submitted with the bid along with all supporting attachments. **Please use more than one sheet to furnish the above information if required.** Copies of supporting documents attached must be serially numbered from 1 to 14.

**Signature & Seal of the Bidder**



**Bidders' Declaration**

1. I, .....Son/Daughter of Shri..... Proprietor/  
Partner/Director/ Authorized Signatory of M/s.....am competent to sign  
this declaration and execute this tender document.
2. I have carefully read and understood all terms and conditions of the tender and hereby convey  
my acceptance of the same.
3. I / We \_\_\_\_\_ (Tenderer) hereby also declare that the Firm / caterer  
namely M/s.\_\_\_\_\_ has not having any pending  
criminal case against Partners / Proprietor / Others and we are not blacklisted by any  
Government Caterer for any fraudulent practices so far.
4. The information/documents furnished along with the above application are true and authentic  
to the best of my knowledge and belief.
5. I/We am/are well aware of the fact that furnishing of any false information/fabricated  
documents would lead to rejection of my tender at any stage besides liabilities towards  
prosecution under appropriate law.

Signature of the Authorized Person

Date:.....  
Place:.....

Full Name.....  
Company Seal.....



**Proforma of the Proposed Menu to be provided by the bidder**

**Rs. 120.00 per day per head plus 5% GST**

<b>Day</b>	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>
<b>Compulsory items</b>			
<b>Monday</b>			
<b>Tuesday</b>			
<b>Wednesday</b>			
<b>Thursday</b>			
<b>Friday</b>			
<b>Saturday</b>			
<b>Sunday</b>			

**Note:**

1. Compulsory items means these items to be provided everyday with the breakfast, lunch or dinner irrespective of the menu. For example, Tea and coffee will be compulsory with breakfast, Plain rice, chapatti will be compulsory with lunch and dinner.
2. Quantity of items may be provided in brackets against each item. For example Plain rice (unlimited), Bread (5 slices), Milk (200ml) etc.
3. Students are from all over India. About 45% are from North India, 25% from South India, 15% from the NE, and others from the rest of the country. The menu may therefore be designed accordingly.



**Annexure-IV**

**PROCESS OF SELECTION OF BIDDER/CATERER**

The bids will be scrutinized as per the eligibility criteria laid down in the bid document vis-à-vis the supporting documents submitted by the bidders. A bid will be rejected if any of the eligibility conditions are not meet. Bids that are found eligible will be awarded marks. The parameters to be considered for Technical Evaluation and the maximum marks for each parameter is as under :

SL. No.	Parameters	Marking schemes	Maximum Marks	Min. marks required for Qualification
1	ISO Certification		2	0
2	Average turnover in the last three years	2Cr.≤Annual Turnover < 3Cr.:2 marks 3Cr.≤Annual Turnover < 5Cr: 3 marks 5Cr.≤Annual Turnover<7Cr: 4 marks, 7 Cr or more: 5 marks	5	2
3	Years of Experience	3 years' Experience: 2 marks More than 4 years: 4 marks	4	2
4	Ongoing contract or just completed in 2017-18	1 Contract of 50 lakhs: 2 marks 1 Contract of 100 lakhs or two of 50 lakhs each: 4 marks	4	2
5	Contracts for 200 or more persons an unit in last ten years	1 Contract: 2 marks 2 contract : 3 marks More than 2 contracts : 4 marks	4	2
6	Testimonials		4	2
7	Experience in Handling a Student Mess		2	0
8	Proposed Menu to be provided for the given daily amount (quantity, variety, nutrition value)		25	10
9	Quality of food as per samples.		10	5
10	Profile and number of manpower to be deployed		10	5
Total			70	30

Note:

1. A bidder has to score at least the minimum marks under each category mentioned above and also an overall minimum score of 30 in the technical evaluation in order to be technically qualified.
2. The bidder with the highest technical score who has qualified technically will be the successful bidder.



**Quality of Items to be Used**

The quality of items used will be regularly scrutinised by the Mess Committee. If the Mess Committee finds the quality of certain items to be not up to required standards, the caterer has to change his / her source of supply. The following guidelines have to be followed:

1. All oil procured must be branded oils. Loose oil cannot be procured. Mustard oil, sunflower oil, Soya oil, or vegetable oil alone has to be used.
2. Quality of Rice and Atta must be maintained. Rice must not be coarse rice. Joha, aaijong, ram bhog , or similar rice should be used. If locally milled atta of good quality is not available, then branded atta should be used.
3. Fish, meat, vegetables must be fresh. While the supplied deep freezer can be used, care must be taken to ensure that the items remain fresh when cooked.
4. The source of all items must be shared with the Mess Committee.