

NATIONAL INSTITUTE OF TECHNOLOGY SILCHAR, ASSAM– 788 010

No. NITS/PS-528/Guest House/Catering/18

Date: 31/01/2018

Price: Rs. 1000.00

TENDER FOR CATERING SERVICES TO GUEST HOUSE AT NIT SILCHAR



LAST DATE & TIME OF SUBMISSION OF TENDERS: 02/03/2018 at 3.00 PM

DATE & TIME OF OPENING OF TENDERS: 02/03/2018 at 4.00 PM

Notice Inviting Tender

Subject: Catering Services to Guest House at NIT, Silchar

Tenders in two bid system are invited from reputed firms having experience in catering services of guest house, circuit houses, holiday's homes, etc. to provide catering services to NIT Silchar Guest House located at NIT Silchar Campus. Last date of receipt of completed tender document is 02/03/2018.

Tender forms can be downloaded from the Institute Website www.nits.ac.in and the completed forms should be sent/submitted addressed to “**The Faculty-in-charge, Purchase Section, NIT Silchar, Silchar – 788 010**”.

The technical bid shall be opened at 3.00 PM on 02/03/2018. The price bid of the technically qualified and eligible parties shall be opened on 02/03/2018 at 4.00 PM, will be opened in the Conference hall of Administrative building.



Registrar, NIT Silchar

1.1 Overview:

A guest house is not a hotel. It is a facility of the Institute and its tariff should be highly subsidized. All attempts should be made to provide all essential services to the guests to ensure hygienic and comfortable stay, along with some frills.

NIT Silchar Guest house has dining area which can accommodate around 50 persons at a time. Guest house has 36 room out of which 12 rooms are non-AC and 24 rooms are AC, and 02 VIP suite rooms are there. In addition, there is also an auditorium capacity of 150 around attached with, where many seminar or conference are held.

The use of guest house is only for the guests approved by the competent authority / In-charge Guest House and their bonafide guests. The Guest House will be kept open for service round the clock on all days.

1.2. Scope of the Work:

- a) Cooking and serving meals (Breakfast, Lunch, Evening tea/Snacks/Tiffin and Dinner).
- b) Cleaning of utensils, Kitchen and serving items.
- c) Cleaning of cooking, dining and auxiliary areas.
- d) Security of the equipment, utensils and other items in the kitchen and dining areas.
- e) Maintenance of the equipment in the Kitchen and dining areas.
- f) Maintenance of books, ledgers, other records and documents related to running of the mess.
- g) Deployment of required manpower for supervision of the above mentioned services.
- h) Any other activities as may be considered by the institute on merit.

1.3. Firms / Contractors responsibility:

- 1) Managing the entire activity of the NIT Silchar Guest House by providing services of bed tea, breakfast, lunch/ dinner, tea/coffee and snacks to the guest of the guest house.
- 2) Providing working lunch for official meetings at locations specified by NIT Silchar.
- 3) Providing special lunches / dinners for occasions such as Seminars / Symposia / Conferences, etc. approved by the competent authority.
- 4) Generally Indian food would be served but on occasions as per requirement, the Contractor should be able to provide South Indian food, Chinese food and continental food also. The Institute organizes various national/international programs every year, participants have to be provided continental food as when required.
- 5) Procurement of raw materials and ingredients for preparation of the food. To arrange the cooking fuel, utensils and other materials required for serving. All crockery/cutlery/camper/thermos/cloth napkin/paper napkins etc. as required for providing high class catering services in Dining Hall/Lobbies of Conference Hall/or any place will be provided by the Contractor. Cutlery shall be of a very good quality. Contractor should be equipped to provide catering to approx. 300 persons at one time on a short notice. For this purpose, sufficient stock of crockery and cutlery and other infrastructure have to maintain.
- 6) Engagement of proper qualified / skilled manpower.

- 7) To fulfil the statutory requirements in respect of the persons engaged for catering service.
- 8) To obtain feedback from guests availing of services on a daily basis and providing monthly report on service feedback to NIT Silchar Guest House In-charge and or competent authority.
- 9) The Guest House Catering Contractor will maintain a register to indicate name of program, number of participants taking breakfast, lunch and dinner.
- 10) All the consumable should be of ISI / reputed brand. Only Iodized Salt shall be used. Refined oil (Fortune/ Dhara) or mustard oil (Engine/ Dhara/ Fortune) to be used.

Note:

- The Contractor shall employ the number of staff as per tender failing which, the bidder may after warning be imposed a penalty-equivalent to 1.5 times of the wages for that category of person(s).
- The burning of dry/wet leaves waste material is not permitted in the campus.
- The contractor should not use any plastic/ polythene/ thermocol items, especially plates/glass, as these are non-biodegradable and banned for use. All servicing items should be paper cup or made of biodegradable materials.
- All utensils after washing with soap water should be mopped with dry clean cloth for re-use.

1.4. The Institute will extend following Facilities and items to the Contractor

- Space for operation of Guest House Catering Services.
- Electricity (not for cooking).
- Raw Water for washing purpose and packaged -drinking water.
- Furniture and Infrastructure.
- Standard Fire safety equipment.
- All necessary bins for kitchen waste management.
- Kitchen appliances and Utensils available with the Institute Guest House. The contractor shall take over these non-consumable items and shall return back on completion of the contract. Any shortfall, breakage, shall be recovered from the contractor's bill. If any extra appliances or utensils are required for smooth running of the institute guest house to be arranged by the caterer for which no extra amount will be paid by the institute.
- LPG Gas connection set up excluding cost of LPG consumption.
- The Institute shall provide limited amount of living accommodation to the staff engaged by the caterer.
- Industrial Heavy-duty Water Purifier cum cooler.

1.5. Financial bid is to be submitted in form of Price Bid Form by considering above scope of services and manpower required to manage the contract. The rate should be inclusiveness of all taxes. Nothing extra will be paid by the institution during the contract period.

Key Deliverables/ Operative Terms and Conditions:

- The catering services in Guest House shall be operated by the awarded firm(s) from the date **as decided by the competent authority**, failing which the EMD money will be forfeited and the work shall be awarded to next eligible bidder. Optimum efforts should be made to satisfy the customer's requirement.
- The caterer shall engage and provide requisite number of well-trained cooks and service personnel to run the guest house and serve meal to the guests at least 04 (four) times a day, viz. Bed Tea (if asked), Breakfast, Lunch, Evening Snacks and Dinner. Optimum effort should be made to satisfy the customer's requirement.
- Meals should be supplied at all the times for all the guests without fail at the designated time.
- The caterer should be financially sound to run.
- The caterer should be familiar with the modern kitchen equipment.
- The caterer having degree/ diploma in hotel management or nutrition is preferable.
- The Caterer shall keep the guest house open from **6.00 A.M to 10.30 P.M** every day and serve meals during designated meal hours as decided by the institute from time to time. However, during any programme (conference, symposium, workshop, etc.) coordinator of the programme may be asked to adjust the timing.
- The kitchen service shall not be closed without prior permission of the Institute.
- The Caterer shall serve only specified foods as per the contract document [and/or sometimes as approved by the competent authorities for special cases with the approval from Registrar, NIT Silchar. Rate for special cases will be decided with the consent of both the parties i.e. NIT Silchar & Caterer.
- The Caterer must display the menu/ list of food items to be served and the rate, in consultation with competent authority.
- The Caterer has to provide uniform to his employees during the service hours. He has to ensure that his staffs are always dressed in clean and tidy uniforms while on duty. The caterer should also issue Photo Identity Card to its staff.
- The Caterer's employees should be free from any contagious disease or sickness or any other kind of disease that is considered unacceptable for handling food. In such case the Caterer should give them leave and arrange treatment as deemed fit and should make alternative arrangement at his own cost. Whatever circumstance it may be, the caterer must ensure that the facility is not hampered, and serving standard is maintained.
- The Caterer shall be solely responsible to provide safe and hygienic food to the guests at all times. A committee appointed by the institute will monitor the same including hygiene from time to time. Persons authorized by the Institute must have full access to all facilities and documents. Any preparation not found to be wholesome or hygienic is liable to be rejected without any compensation. Further punitive action, as deemed fit shall be taken against the caterer, including cancellation of contract.
- Only purified water (purified by Aquaguard or other purifier of similar standard) has to be served in the mess.
- The premises of the guest house shall not be used for any other purpose. The Institute reserves the right to use the Dining Hall and other places during the tenure of contract.
- The Caterer shall maintain neat and cleanliness of the guesthouse premises at all times. No trash is to be thrown inside the guesthouse premises except in properly covered bins supplied by the Institute.

- Burning of any other fuels except cooking gas is forbidden. Use of electricity for cooking is strongly prohibited.
- The assets and non-consumable articles provided by the Institute shall be property of the Institute and the caterer shall be merely the custodian of such assets and articles. On termination of the contract, all such property shall be handed over to the Institute in good condition.
- The Caterer shall maintain the building space in clean & hygienic condition. All floors and counter tops are to be scrubbed regularly with non-corrosive detergent or soap, and all vertical surfaces are to be dusted regularly. The period of cleaning should be such that there is no visible dirt or marks at any time.
- In the event of loss/theft/damage of property/utensils/ fittings caused due to negligence of the any of its employees of the Caterer, the Institute shall be entitled to get compensation from the Catering Agency. Compensation amount as decided by the institute will be final.
- The food bill for each guest should be notified through the designated officer (Caretaker). Payments may be made on or before 10th day of the same month.
- In case of catering to seminar and symposia the contractor shall deploy additional manpower so that the guests in the G.H. not affected.
- The food bills will be collected as per rate decided by the Institute. Food bill receipt book will be provided by the Institute with Sl. No. and book number.
- Contractor should also maintain the address of some Taxi operator, Auto for guest who would like to go to Airport, bus stand, Railway station. However, the charges/fare should be borne by the guests.

Statutory Obligations:

- The staff engaged by the catering agency shall draw their remuneration from their Caterer and shall not claim any employment benefit from the Institute at any time. The agency shall also be responsible for the statutory obligations of such personnel and shall indemnify the Institute in this matter. It is the duty of the caterer to explain these terms to his employees.
- The Caterer shall be directly responsible for payment of wages as per Govt. rules amended from time to time (including other benefits like E.P.F. & E.S.I. bonus) to his employees engaged for the services. Minimum wage act and compensation act should be strictly followed.
- The institute shall have no responsibility towards payment of wages, social security, medical care, safety or any benefit to the personnel engaged by the caterer. Any incident occurring during the contract period is the sole responsibility of the caterer and the institute is no way liable for any such incident.
- **The Caterer shall not employ any minor for the above contract work as prohibited under Labour Act and shall comply with all the clauses of the Act.**
- All safety measures must be taken care of, in order to avoid any accident, fire and other safety hazards. Any type of loss/damage of assets due to any such incident is the sole responsibility of the Caterer. The Institute shall in no way be liable for any such incident occurring during the contract period or in connection with the services.
- The Institute shall provide limited amount of living accommodation to the staff engaged by the caterer. Such accommodation shall be handed over to the Institute in vacant state on termination of the contract in any manner whatsoever and at any time earlier at the instruction of the Institute. In case premises are not handed over in the manner as referred herein above, the Institute shall be entitled to remove the possession of unauthorized occupants by use of such force as may be required with penalty as decided by the Institute.

- If there is damage to building or other institute property because of willful or negligent act or poor maintenance, the institute will repair it at its own cost and shall recover the amount from the caterer.
- The staff employed by the agency will not join or form any union associated with the Institute or otherwise any political party.
- If the rates of two or more bidders are found to be same, preference will be given to the firm having better credentials. Decision taken by NITS shall be final and binding.
- The quality of meals served at the Guest House shall be checked on regular basis by a Guest House Management Committee.
- **Performance Security:** The successful bidder to whom the award of work shall be made should furnish a performance security of an amount of Rs. 50,000.00 (Fifty Thousand Only) in favour of Director, NIT Silchar in the form of Demand Draft, payable at Silchar. The performance security shall be retained by the Institute till the completion of the work order. After successful completion of the term, the performance security shall be returned to the successful bidder without interest. The successful bidder should submit the performance security within 7 days from receiving the work order/ before starting the work. In case of failure of submitting the performance security within the said period, the work order stand cancelled automatically and authority will take appropriate decision.
- **Penalty Clause :** In case of violation of any of the clauses as specified in this tender notice or in case of damage caused to the Institute property by any act of the successful bidder to whom the award of work has been made, necessary recovery as deem fit by NITS shall be made from the performance security. In severe cases, the work order of the successful bidder may be cancelled and the firm may be blacklisted.
- **Termination:** The contract can be terminated by either side giving one (01) month notice failing which performance security of the bidder will be forfeited.

The scope of work detailed above, including key deliverables, is only broad and the institute would appreciate innovative proposals concerning the services sought for. The prospective firms are required to submit their proposals preferably upon performing detailed site survey.

Decision taken by NITS authority in all cases shall be final and binding upon the bidder.

Credential Criteria:

- A non-refundable amount of **Rs. 1000/- (Rupees One Thousand only)** as Cost of Tender in the form of DD and Earnest Money Deposit (EMD) of **Rs. 50,000/- (Rupees Fifty Thousand Only)** in the form of DD drawn in favour of “**Director, National Institute of Technology, Silchar**” payable at Silchar should be submitted along with the bid. The bidders should enclose all the documents, duly self certified (signed), in support of their bonafide. Incomplete Bids / Bids received without Cost of Tender, EMD shall be summarily rejected.

Testimonials to be Furnished:

The bidders should enclose the following documents, duly self certified, in support of their bonafide. In case of failure to furnish any of the documents or comply with the provisions, the bid submitted by the firm is liable to be rejected.

SN	Documents to be furnished
1	Cost of Tender for Rs. 1000.00 in the form of DD
2	EMD for Rs. 50,000.00 in the form of DD
3	Copy of Certificate of Registration/Trade License for Catering Services
4	Copy of PAN/Service Tax/GST in the name of firm/proprietor
5	Copy of Labour License from Competent Authority
6	Copy of Valid EPF Registration
7	Copy of Valid ESI Registration
8	Details of the bidder on the letter head of the firm (As per Annexure-I)
9	Firm should have an experience of providing catering service to any education Institution, guest house, circuit houses, holiday's homes, etc. (As per Annexure – II). Documentary evidence to be furnished.
10	Details of required menu (As per Annexure III)
11	Financial Bid duly sealed and signed. (As per Annexure-IV)
12	Declaration duly sealed and signed. (As per Annexure-V)

Eligibility criteria are broad guidelines and the Director, NIT Silchar has the exclusive right to relax/ alter/ modify/ add any or all the criteria mentioned above.

Validity of Contract:

1. The validity of the contract, if awarded, would be for a minimum of **one year**. The period of contract may be extended depending upon the performance which is at the full discretion of the Director, NIT Silchar.
2. This contract can be terminated under any one of the following circumstances.
 - a. By giving one month notice by the Institute, without assigning any reason, if in the opinion of the authorities such termination is in the interest of the institute. This termination will not be challenged by the contractor.
 - b. The Vendor/Agency not performing his duties properly as per the agreed terms and conditions of the contract. The institute shall decide whether the performance of the vendor meets specification or is deficient and to what degree. In such a case the notice period shall be one week.
 - c. For committing breach of the terms & conditions of the contract or assigning the contract or any part thereof by the Agency to any third party or subletting whole or part of the contract or the premises to any third party. The notice period shall be one week.
 - d. The Firm/Agency being declared as insolvent by the court of law. The notice period shall be one week.

During the period of termination of contract in any of the situation contemplate above, the Agency shall keep discharging his duties as before till the expiry of notice period. It shall be the duty of the contractor to remove all the persons and / or resources deployed by him on termination of the contract on any ground whatsoever and to ensure that no person creates any disruption/ hindrance/ problem of any nature to NIT, Silchar.

Jurisdiction and Right to Amend Rules:

1. The institute reserves the right to amend the rules of operation whenever and wherever considered necessary and appropriate. The same shall be intimated to the vendor in due course.
2. The Institute rules shall be binding for execution of the contract. Further, in case of any dispute arising out of or in connection with the aforesaid contract either during subsistence of the contract or thereafter, the Director, NIT, Silchar is the sole arbitrator to decide the same and his decision is final and binding on both the contractor and the institute as per the provisions of the Arbitration and Conciliation Act 1996. If differences persist even after arbitration and there are compelling reasons to go to the court, it will be decided in the court of Silchar only.

Submission of Tender:

Tender documents (including technical and financial bids) should be put in a single sealed envelope super scribed as '**Tender for Catering Services to Guest House at NIT Silchar**' and should be sent/submitted to "The Purchase Officer, Purchase Section, NIT Guest House, Silchar – 788 010". **The last date of receipt of bid is 02/03/18 upto 01.03PM.**

Incomplete Bids / Bids received after due date shall be rejected.

ON THE LETTER HEAD OF THE FIRM

PROPOSAL FOR PROVIDING CATERING SERVICES TO GUEST HOUSE AT NIT, SILCHAR

1. Name of the Firm/Agency/Individual : _____
2. Address with Telephone/Mobile Number/ e-mail : _____
3. PAN/SERVICE TAX/GST Registration No. : _____
4. EPF Registration Number : _____
5. ESI Registration Number : _____
6. Valid Labour License Number : _____
7. Name and Address of the Banker : _____
8. Name & address of the person responsible for : _____
Management with telephone Number _____
9. EMD Particulars: Bank Draft No. _____ Date _____ for Rs. 50000.00
10. Cost of Tender: Bank Draft No. _____ Date _____ for Rs. 1000.00

Date:
Place:

Signature of the Authorized Person

ON THE LETTER HEAD OF THE FIRM
Experience of the firm in providing Catering Services to
Education Institutes

a) Details of all completed/ongoing contracts

Sl. No.	Name of the organization with address, phone nos, email ids etc.	Period of Contract		Nature of work undertaken	Remarks (Completed / Ongoing)
		From	To		
1					
2					
3					
...	

Date:
Place:

Signature of the Authorized Person

N.B. (Please enclose the following documents along with the form)

1. Attach ongoing and previous work order details as a proof.

List for Menu to be provided at NIT Silchar Guest House

Menu rates shall remain fixed during the contract and food is to be provided as per approved menu rates only.

Sl. No.	Description
1	Bed Tea (120 ml) Room Service
2	Bed Coffee (120 ml) Room Service
3	Tea 120 ml to be served on table/Campus/Meeting
4	Coffee 120 ml to be served on table/Campus/Meeting
5	Fruit Juice /Fresh Fruits
6	Breakfast (Including Tea/Coffee)
	a) Milk (200 ml) with Corn Flakes/Bornvita (Daily) or
	b) Brown Bread (4 slices) with Butter & Jam and 2 nos. Banana (Daily) or
	c) Omlet/boiled eggs with 4 slices of brown bread with butter & Jam (Daily) or
	d) Alu Paratha Stuffed 2 nos. with 50 gms. curd & pickle (Wednesday & Friday) or
	e) Idlis – 2 nos with sambar and coconut chutney (Thursday & Sunday) or
	f) Puri-5 nos. with Sabji (100 gms.) & pickle (Monday & Saturday) or
	g) Chhole 100 gms. Bhatura 2 nos. (Tuesday & Sunday)
7	Standard Lunch/Dinner (Thali)
	Roti/Puri, Plain Rice (Sartaj/LakhiBhog/ Darbar / Basamati), Dal, Two seasonal vegetables (one dry and one gravy), Papad, Salad, Pickle and Curd (100 ml), with Sweet (Sewai/ Kheer/ Sheera, etc.)
	Paneer (3-5 pcs., total 50 gm) curry
	Chicken (2 pcs., total 100 gm) curry or Fish (70 gm) curry (Katla / Rohu)
	Mutton (2-4 pcs., total 100 gms) curry
8	Special Lunch/Dinner
	a) Vegetarian (buffet)
	1 Veg starter, Soup, Roti/Puri/Naan, Fried rice/Pulav/Jeera rice, Dal (Mixed/Tadka), Two dishes of seasonal vegetables (one dry and one gravy), One dish of paneer, Green salad, Papad, Mixed pickle, Curd/Raita, Ice-cream/Sweet/Rasmalai, etc.
	b) Non vegetarian (buffet)
	1 Non-Veg Starter, Soup, Roti/Puri/Naan, Fried Rice/Pulao/Jeera Rice, Dal (Mixed/Tadka), Two dish of seasonal vegetables (one dry and one gravy), Chicken/Mutton/Fish masala, Green salad, Papad, Mixed pickle, Curd/Raita, Ice-cream/Sweet/Rasmalai etc.
9	High tea full plate Menu (buffet)
	Light snacks (Cutlet/Samosa/Patties), 02 types salted/sweet biscuits, sweet items, loose Salted items, Salted dry fruits (Kaju/Badam/Pista etc.), fruit juice, Tea/Coffee
10	Mineral water (Bisleri/Aquafina) 1 ltr.
	Mineral water (Bisleri/Aquafina) ½ ltr.
	Mineral water (Bisleri/Aquafina) 2 ltr.

(To be sealed in a separate envelope marked as “Financial bid”)

Financial Bid Form

Guest House Catering price per item is to be quoted (11 items as per Annexure III). TDS will be recovered as per the prevailing rate on gross amount.

Guest House Catering price is to be quoted taking in to consideration of following parameters:

1. Monthly rent of **Rs. 10,000/-** (towards electricity, infrastructure, etc.) has to pay to NIT Silchar.
2. Manpower wages to the appointed manpower as per Minimum wages act.
3. Cost of disposal of wet and dry garbage.
4. Cost of repair and maintenance of kitchen appliances.
5. Providing food items as per the rate list.

Sl. No.	Description	Price
1	Bed Tea (120 ml) Room Service	
2	Bed Coffee (120 ml) Room Service	
3	Tea 120 ml to be served on table/Campus/Meeting	
4	Coffee 120 ml to be served on table/Campus/Meeting	
5	Fruit Juice /Fresh Fruits	
6	Breakfast (Including Tea/Coffee)	
	a) Milk (200 ml) with Corn Flakes/Bornvita (Daily) or	
	b) Brown Bread (4 slices) with Butter & Jam and 2 nos. Banana (Daily) or	
	c) Omlet/boiled eggs with 4 slices of brown bread with butter & Jam (Daily) or	
	d) Alu Paratha Stuffed 2 nos. with 50 gms curd & pickle (Wednesday & Friday) or	
	e) Idlis – 2 nos with sambar and coconut chutney (Thursday & Sunday) or	
	f) Puri-5 nos. with Sabji (100 gms.) & pickle (Monday & Saturday) or	
	g) Chhole 100 gm Bhatara 2 nos. (Tuesday & Sunday)	
7	Standard Lunch/Dinner (Thali)	
	Roti/Puri, Rice (Sartaj/LakhiBhog/ Darbar / Basamati), Dal, Two seasonal vegetables (one dry and one gravy), Papad, Salad, Pickle and Curd (100 ml), with Sweet (Sewai/ Kheer/ Sheera, etc.)	
	Paneer (4-5 pcs., total 50 gm) curry	
	Chicken (2 pcs., total 100 gm) curry or Fish (70 gm) curry (Katla / Row)	
	Mutton (2 to 4 pcs., total 100 gms) curry	
8	Special Lunch/Dinner	
	a) Vegetarian (buffet)	
	1 Veg starter, Soup, Roti/Puri/Naan, Fried rice/Pulav/Jeera rice, Dal (Mixed/Tadka), Two dishes of seasonal vegetables (one dry and one gravy), One dish of paneer, Green salad, Papad, Mixed pickle, Curd/Raita, Ice-cream/Sweet/Rasmalai, etc.	
	b) Non vegetarian (buffet)	
	1 Non-Veg Starter, Soup, Roti/Puri/Naan, Fried Rice/Pulao/Jeera Rice, Dal (Mixed/Tadka), Two dish of seasonal vegetables (one dry and one gravy), Chicken/Mutton/Fish masala, Green salad, Papad, Mixed pickle, Curd/Raita, Ice-cream/Sweet/Rasmalai etc.	

9	High tea full plate Menu (buffet)	
	Light snacks (Cutlet/Samosa/Patties), 02 types salted/sweet biscuits, sweet items, loose salted items, Salted dry fruits (Kaju/Badam/Pista etc.), fruit juice, Tea/Coffee	
10	Mineral water (Bisleri/Aquafina) 1 ltr.	
	Mineral water (Bisleri/Aquafina) ½ ltr.	
	Mineral water (Bisleri/Aquafina) 2 ltr.	

ON THE LETTER HEAD OF THE FIRM
DECLARATION

It is hereby declared that I/We agree to all the terms/clauses mentioned in this tender notice vide Tender No. dt I/We shall be liable to disqualification in case of any violation of the terms/clauses and I/We shall abide by the decision of National Institute of Technology Silchar (NITS).

Further, it is also declared that the firm has not been blacklisted/terminated/ suspended by any organization and that no case has ever been contemplated or lying pending in any court of law.

Signature

Date