

भारतीय सूचना प्रौद्योगिकी संस्थान गुवाहाटी
Indian Institute of Information Technology Guwahati

बंगरा गुवाहाटी 781 015, भारत
Bongora, Guwahati 781 015, India



(e-Tender Notice)
Notice Inviting e-Tender (NIT)
for Hiring of Agency for
Providing Hostel Mess Service

**Notice Inviting e-Tender (NIT) for
Hiring of Agency for Providing Hostel Mess Service**

NIT No: IITG/SnP/2022/222/91

Date:30.06.2022

1	Name of the Tender	HIRING OF AGENCY FOR PROVIDING HOSTEL MESS SERVICE AT IIIT GUWAHATI CAMPUS
2	Period of downloading tender forms from IITG Website	30.06.2022 to 12.07.2022 (up to 1100 hrs)
3	Site visit if required	During Office hours (1500 Hrs to 1700 Hrs) up to 11.07.2022 on working days.
4	Cost of Tender Form	The bid form can be freely downloaded from IITG Website: http://www.iitg.ac.in as well as https://mhrd.euniwizarde.com/
5	EMD	Rs.3,00,000/- (Rupees three lakhs only) shall be submitted through E-Payment mode in E-procurement Portal. Bidder has to select the payment option as "E-Payment" to pay the EMD.
6	Pre Bid Meeting	04.07.2022 (Monday) at 1500 Hours, to be conducted offline and simultaneously in online mode via Google Meet platform. The meeting is https://meet.google.com/ftn-fimv-qid
7	Modifications to tender post pre-bid meeting	If required, post the pre bid meeting. Final tender may be submitted post this date so that changes, if any, are incorporated.
8	Due date and time for submission of Tender	12.07.2022 up to 1100 Hours
9	Date of Opening of Technical Bid	12.07.2022 up to 1130 Hours (To be opened electronically in the online e-procurement portal)
10	Opening of Price Bid	Date and time will be communicated vide corrigendum notice in due course of time in the e-procurement portal as well in the Institute's website http://www.iitg.ac.in
11	Mode of Submission of Tender	The bidder has to submit online bids i.e. Technical Bid and Commercial Bid through e-procurement portal https://mhrd.euniwizarde.com/ . No manual bid will be accepted. Bidders can witness electronic opening of bid.
12	Contact person	Associate Dean (Admin) Indian Institute of Information Technology Guwahati Bongora, Guwahati-7810153 e-mail: snpoffice@iitg.ac.in

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भारतीय सूचना प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF INFORMATION TECHNOLOGY GUWAHATI
बंगरा गुवाहाटी- 781015, भारत
Bongora, Guwahati-781015, India

HIRING OF AGENCY FOR PROVIDING HOSTEL MESS SERVICE
AT IIIT GUWAHATI CAMPUS

1. Introduction

- 1.1. Indian Institute of Information Technology Guwahati (IIITG) is an institution of National Importance under an Act of Parliament (The Indian Institutes of Information Technology (Public-Private partnership) ACT, 2017).
- 1.2. Indian Institute of Information Technology Guwahati (IIITG) offers B.Tech & M.Tech courses in Electronics and Communication Engineering (ECE) and Computer Science Engineering (CSE), and has PhD programmes in ECE, CSE, Mathematics, and Humanities and Social Sciences (HSS). IIITG started operations in August 2013 with B. Tech programmes in CSE and ECE. The first batch of B. Tech students completed their programme in May 2017. PhD programmes were introduced in 2015. M.Tech Programmes were introduced in 2018. The Institute currently has a total strength of 1005 students, 49 faculties and 27 staff. The number of students is expected to increase in each academic year. IIIT Guwahati stands tall for its excellence in Academics and Research with top class faculty, staff and Students.
- 1.3. IIITG is desirous of engaging an Agency to Provide Mess Service at Boys' & Girls' Hostel at IIIT Guwahati Campus to basically cater to the Students at the Institute.

2. Scope of services.

- 2.1. Mess Service are to be operated at two locations within the IIITG campus, to undertake On-Site cooking and Serving of food to inmates of the Hostels during the period from 01st Aug 2022 to 31st July 2023. The Details are as given below:-

S/N	Type of Service	Category of Users	Approximate Daily Volume	Particulars	Remarks
I. IIITG Boys' Hostel Mess : with full-fledged cooking Service					
1	Students Mess	Students	600-650	Breakfast, Lunch, Dinner	
2	Night Canteen for students	Students	200-300	Snacks, Beverages etc.	Pay and eat type*

II. IIITG Girls' Hostel Mess: : with common cooking Service					
Sl. No	Type of Service	Category of Users	Approximate Daily Volume*	Particulars	
1	Students Mess	Students	150-200	Breakfast, Lunch, Dinner	
2	Night Canteen for students	Students	50-100	Snacks, Beverages etc.	Pay and eat type*
<p><u>UPCOMING FACILITIES</u> (Presently under construction and expected to be operational from January 2023)</p> <p>a. One Boys' Hostel: with common full-fledged cooking Service</p>					
1	Students Mess	Students	96	Breakfast, Lunch, Dinner	
<p>b. Annex to Girls' Hostel: with common full-fledged cooking Service</p>					
1	Students Mess	Students	30	Breakfast, Lunch, Dinner	

***Pay and eat: The mess operator shall provide canteen facility in pay and eat model during non-mess hours (i.e. mostly in the evening hours).**

2.2.The menu for the Student's Mess is given at Appendix-A.

3. Pre-Qualification Criteria

3.1. The tenderers should meet the qualifying requirement as mentioned below of the tender document. Tenders not meeting the qualifying requirements shall be summarily rejected. Tenders of those tenderers, which are found to be meeting the qualifying requirement, shall be taken up for detailed evaluation.

3.2. Consortium based offers shall not be accepted.

4. Qualifying Criteria.

4.1. **Experience Criteria.** The tenderer should have the following qualifying experience criteria;

- a) Minimum three (03) years continuous experience in providing Mess/Catering services to Institute of National Importance/ Centrally Funded Technical Institutes (CFTIs)/Central or State Universities/ well reputed private institutions with more than 500 capacity students/boarders in India during the last 03 (three) years as on 31.03.2022. Detailed list of Service provided at Institutional level needs to be submitted with supporting documents.
- b) The tenderer should have had at least one Mess/Catering service contract running anywhere in the country, with feeding strength above 500, during Financial Year 2022-23.
- c) Letter of Recommendation: The tenderer should provide *Letter of Recommendation* from at least 2(two) Organizations/Institutes, stating the nature of services they have provided. The Organization/Institute should mention that the services provided by the vendor is satisfactory and reasons thereof, if any.
- d) The tenderer should not have been blacklisted or have any contract prematurely terminated by the contractee, anytime during the past five years. Towards this, 'Satisfactory Completion Report' issued by all relevant contractees during said period must be submitted.
- e) For calculation purpose, 31 Mar 2022 will be the reference date.

4.2. **Financial Criteria.** The tenderer should have the following qualifying financial criteria;

- a. The tenderer should have achieved average annual turnover of at least ₹1.5 crores during the period 01 Apr 2019 to 31 Mar 2022.
- b. The tenderer should have successfully completed at least one contract with annual value of ₹2 crores or above in providing Mess Services.
- c. Profit & Loss Statement of tenderer should show profit for a minimum of three Financial Years during the past five years.

5. Statutory Requirements

5.1. The following mandatory documents are to be submitted along with the tender:

- a) GST Registration Certificate & PAN Number.
- b) ESI & EPF Registration Certificate.
- c) Valid and up to date FSSAI Certificate.
- d) ISO 9001:2015 certification.
- e) Empaneled in "Eat Right India" campaign by FSSAI will be preferred.

5.2. Above statutory registrations/licenses must be under the jurisdiction of local government, wherever applicable.

6. General Information and Instructions for the Bidders

6.1. The Complete tender documents can be downloaded from the through Ministry of Education's online procurement portal (<https://mhrd.euniwizarde.com/>) or from the Website of IIITG

(<http://iiitg.ac.in/>). Information on issuance of corrigendum, if any, related to this tender will also be available on E- Procurement Portal and also in the website of the Institute.

- (a) Please read all the Terms & Conditions carefully before filling up the document. incomplete Tender Documents will be rejected.
 - (b) All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender
 - (c) Manner of submission of the Bids: The bidder has to submit online bids i.e. Technical Bid and Commercial Bid through e-procurement portal <https://mhrd.euniwizarde.com/>. No manual bid will be accepted. Bidders can witness electronic opening of bid.
 - (d) The Last date and time for submission of the Bids: **12.07.2022** up to 1100 Hours.
 - (e) Inspection of Site: Interested parties shall visit and examine the site and its surroundings at their own cost and shall satisfy themselves before submitting the Tender as to the nature of works area and scope of work, local statutory regulations, safety measures and other circumstances which may influence or affect his Tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.
- 6.2. Tenders are to be submitted online through the website stated above. The tender document may be downloaded from website & submission of technical bid / financial bid as per Tender time schedule.
- 6.3. **Time and date for opening of Bids:** The Techno Commercial Bid will be opened electronically on 12.07.2022 at 1130 hrs.
- 6.4. **Pre-Bid Meeting:** A Pre-Bid Meeting will be held in the Conference Room of the Institute's Campus on 04.07.2022(Monday) at 1500 hrs. Intending bidders may also participate in the Pre-bid meeting online via Google Meet platform on the same date and time. The meeting link is <https://meet.google.com/ftn-fimv-qjd>
- 6.5. **Two-Bid system:** Under two bids system through e-tendering, only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the commercial bid will be intimated after acceptance of the technical bids. Commercial bids of only those firms will be opened whose technical bids are found compliant /suitable after technical evaluation is done by IIITG.
- 6.6. **Forwarding of Bids:** Bids should be submitted by Bidders furnishing details like valid GST registration number, Bank account details with address and complete postal address of their office & e-mail ID.
- 6.7. **Modification of Bids:** A bidder may modify his/her bid in the e-procurement portal prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by email but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified.
- 6.8. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, IIITG may, at its discretion, ask the bidder for clarification

of their bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

6.9. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected.

6.10. **Validity of Bids:** The Bids should remain valid till 30th September 2022. However, in case of any delay due to genuine reasons, the validity period may be extended further for additional period of 30 days.

6.11. Earnest Money Deposit (EMD)

(a) Earnest Money Deposit of **Rs.3,00,000/- (Rupees three lakhs only)** shall be submitted through E-Payment mode in E-procurement Portal. Bidder has to select the payment option as “E-Payment” to pay the EMD. It will be returned after the finalization of tender.

(b) Tender Fee and EMD shall be **exempted** in case of Micro & Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small & Medium Enterprises (MSME). The bidders registered with MSME should provide a copy of valid Registration Certificate along with the Schedule Part A: Profile of Vendor. However, registration fee of e-procurement portal has to be paid to the e-procurement portal i.e. <https://mhrd.euniwizarde.com>.

7. Special Instructions to Bidders for the E-submission of the Bids online through E- procurement portal

7.1 Registration process on online portal

- a) Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal. After registration send User ID for helpdesk team (helpdeskeuniwizarde@gmail.com) for activation.
- c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- d) DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
- e) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

- 7.2 The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
- 7.3 After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
- 7.4 The BOQ template must not be modified / replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
- 7.5 If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online on the portal or on <https://mhrd.euniwizarde.com> or <http://www.iiitg.ac.in> in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF formats.
- 7.6 The bidder should read the terms and conditions and accepts the same before proceeding further to submit the bids.
- 7.7 The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
- 7.8 There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and the size of file gets reduced. This will help in quick uploading even at very low bandwidth speeds.
- 7.9 It is important to note that, the bidder has to click on the Freeze Bid Button, to ensure that, he/she completes the Bid Submission Process. Bids, which are not frozen, are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
- 7.10 The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
- 7.11 At the time of freezing the bid, the e-Procurement system will give a successful bid updating message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no., date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
- 7.12 After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an

- entry point to participate in the bid opening event.
- 7.13 Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
- 7.14 The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
- 7.15 The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e- Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
- 7.16 The bidders are requested to submit the bids through online e-Procurement system to the Tender Inviting Authority (TIA) well before the bid submission end date and time (as per Server System Clock).
- 7.17 The bidder / tenderer / Contractor shall file the applicable returns with Tax departments in time and submit the same as documentary proof.
- 7.18 The GST applicable shall be shown as separate line items in the Tax invoices to avail in put credit to IITG.
- 7.19 Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The email & contact number for the helpdesk is given below:

Email: helpdeskeuniwizarde@gmail.com.

Contact Person: Mr Abhishek Singh Ph: +91 7903269552

8. General Conditions of contract:

8.1 Terms and conditions: Matters pertaining to running and operating of Catering Services are listed in Terms and Conditions as **Appendix B**. The tenderer/Vendor is required to go through this document and understand the statutory obligations and the functioning and operations of the mess before applying for the tender.

8.2 Submission of Tender / Bid: Vendors are requested to submit the Tender/ Bid in two parts, as follows:

- i. Part I (Technical Bid.**
- ii. Part II (Price Bid.**

Part I- Technical Bid

- i. The following documents will form part of the technical bid:
 - a) Annexure I : Organization Details and Financial Profile of the Tenderer.
 - b) Annexure II : Details of clients.
 - c) Annexure III : Data for Evaluation of Technical Bids.
 - d) Annexure IV: Details of Manpower Proposed to be deployed at IIIT Guwahati
 - e) Annexure V : Exceptions and deviation statement.
 - f) Earnest Money Deposit Details/ EMD exemption certificate in case of MSME.
- ii. **Scanned copies of all the tender documents, supporting documents including the above Annexures should be uploaded in the e-procurement portal. Also, all the documents are to be duly signed & stamped on each page by the tenderer.**

Part II -Price Bid

The Price bid should contain Bill of Quantities (BOQ) in excel format. The bidder is to quote the rate in the space marked for quoting rate in the BOQ. Only downloaded copy with same file name of BOQ document must be uploaded by the bidder after filling up. For illustration purchase ,a proforma copy of the BOQ is at **Annexure-VI. Maximum quotable rate is capped at ₹140.00 per student per day (excluding GST). Per day per student rate quoted above ₹140.00 (excluding GST) will be summarily rejected.**

8.3 Evaluation of Tenders

- i. Quality and Cost Based Selection (QCBS) method of Bid Evaluation would be adopted to select the most competent and bidder with the best value solution offering. Under QCBS, the technical proposals will be allotted weightage of 60% while the financial proposals will be allotted weightages of 40%. Details on the evaluation methodology and illustration is explained in the Terms of Reference (TOR) at **Annexure-VII.**
- ii. The tenderers should meet the qualifying requirement as well as **statutory requirements** as mentioned in NIT (Notice Inviting Tender). Tenders not meeting the qualifying and Statutory requirements shall be summarily rejected. Tenders of those tenderers, which are found to be meeting the qualifying requirement, shall be taken up for detailed evaluation.
- iii. In case the tender does not fully comply with the requirement of Tender Document and in case the Tenderer continues to stipulate exceptions and deviation to the clauses of Tender Document and if the same is not acceptable to IIITG, then the tender will be rejected.
- iv. Proposed deployment of resources like manpower shall be complied with as per the requirements specified and will be completed prior to the commencement of work. Since the Tender is with respect to Mess services, the Institute will consider the overall performance of the tenderer including the rates/price quoted. The Institute desires to offer the Mess contract to

appropriate contractor(s) having all-round capability in terms of food quality, quantity, hygiene standards, technical/skilled manpower, **use of sophisticated equipment (Dish Washer, Roti maker, Vegetable peeler etc.)**

- v. Performance of tenderer on works executed / under execution shall be taken into consideration before selecting the tenderer for opening of his price part.
- vi. The tenderers shall not mention their rate of any items or total quoted price anywhere in the Technical Bid (Part-I) part of the Tender. If tenderer specifies rate of any items or total quoted price in the Technical Bid (Part-I) part of the tender, then his/her offer shall be rejected summarily.
- vii. The Institute may form a committee or depute suitable officials for evaluation of the technical bids received and to determine the eligibility and responsiveness of the tenders received. The committee on scrutiny of the tenders so received would be determining and laying down the criteria and evaluation method for determining the responsiveness of the tenders received and short listing the tenders/vendors for the next stage of selection, i.e. opening of the price bids of shortlisted vendors.
- viii. **The tenderers shall submit (to be submitted online) documentary evidence in support of the all qualification criteria.** Tenders with all information and supporting documents by way of copies of work orders and audited Balance Sheets, including Profit & Loss Statement, Annual Turnover Statement, latest Income Tax Certificate, financial and ranking system requirements, alone will be considered.
- ix. Joint Ventures / Consortium based offers shall not be accepted.
- x. For the purpose of ascertaining the experience and financial criteria, the experience and financial criteria of the tendering entity shall alone and not of its sister concerns or others will be taken into consideration.
- xi. There shall neither be any case or charge under investigation/ enquiry / trial against the tenderer, nor convicted in a Court of Law nor suspended / black listed by any organization on any grounds.
- xii. IIITG reserves the right to use in-house information for assessment of capability of tenderers including rejection of tender(s) in the technical evaluation/ Price Bid evaluation stages. This will include past performance in the Institute, feedback from other concerned institutions/organizations etc. The decision of IIITG regarding the tender will be final and binding. If the performance of the tenderer is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including IIITG, then IIITG reserves the right to reject the tenders submitted by such tenderers at the technical scrutiny/ Price Bid Evaluation stages.

- xiii. Technical evaluation of bids will be carried on the basis of qualifying criteria mentioned at Point No:4 Qualifying Criteria (Page-6) and marks will be awarded as under:

Parameters	Attributes	Marks/Score (Max. 60)
Experience of the firm	More than 10 years	15
	Above 5 years to up to 10 years	12
	3 years to 5 years	10
Annual turnover of Bidder	Above 10 crore	15
	Above 5 Crore to Up to 10 Crore	12
	1.5 Crore to 5 Crore	10
Annual value of the single largest contract for running Mess Services	Above 10 Cr	15
	Above 5 Cr to Up to 10 Cr	12
	2 Cr to 5 Cr	10
Letter of Recommendation	Above 5 letters	15
	3 -5 more letters	12
	2 letters	10

- xiv. **Only those bids which achieve total 40 or more marks/score in above mentioned technical evaluation marking/scoring scheme will be eligible for price bid evaluation.**
- xv. The price bids so received would be scrutinized by a duly constituted committee or nominated officials for the purpose. The quoted prices shall be checked to determine the arithmetical accuracy of the same.
- xvi. The price bids of the technically qualified bidders will be evaluated following QCBS method (Details on the evaluation methodology and illustration is explained in the Terms of Reference (TOR) at **Annexure-VII**).
- xvii. Techno-commercial discussions with the Successful Bidder shall be arranged, **if needed**. Tenderer or his authorized representative(s) shall attend the discussions and sign the minutes of meeting on behalf of his organization. The authorized representative(s) must be competent and empowered to settle all technical and commercial issues during the discussion.

Final Selection of Vendor(s)

- i. The Successful Bidder whose tender is accepted by IIITG, shall be issued a Letter of Intent. The Successful Bidder shall confirm acceptance by returning a signed copy of the Letter of Intent.
- ii. IIITG shall not be obliged to furnish any information / clarification / explanation to the unsuccessful tenderers, the Institute shall correspond only with the successful Bidder.

8.4 Award of Contract (General conditions for award of Contract).

- i. The Successful Bidder will be awarded the contract for a period of 12 (Twelve) months. The period of contract can be extended for a further period of twenty four (24) months, on year to year basis based on the performance of the Contractor, duly assessed by the Institute and on mutually agreed terms.
- ii. In case, the vendor is found lacking in providing the desired services in running the mess operations the contract is liable to be cancelled and the Institute may offer the contract to the L2 bidder.
- iii. The Contractor shall mobilize his resources and take up operations from the due date immediately on receipt of Work Order and the contract shall commence from the dates mentioned in the work order.
- iv. Within two weeks from the date of acceptance of the order by the selected Bidder, the Bidder shall execute an Agreement on non-judicial stamp paper of appropriate value with IIITG at in a format prescribed by IIITG and the selected Bidder. The successful bidder shall commence operation within two weeks from the date of award of the Contract or the firm date as specified by IIITG
- v. Performance guarantee as required vide para 17 below is required to be submitted along with the agreement. Agreement without performance guarantee will be considered invalid.
- vi. The Contractor shall observe all the existing rules and regulations regarding labour employment and shall indemnify and keep the Institute indemnified from all the claims in this respect.
- vii. The successful Tenderer shall make his own arrangements for the services as specified in the Tender Document.
- viii. If at any point of time, it is found by IIITG, that the Tenderer has furnished false information, IIITG may reject the tender/contract.
- ix. **Initial three months will be considered as trial period.** If the performance during the trial period is found to be un satisfactory, the Institute is in liberty to terminate the agreement without notice or further increase the duration of the trial period after due warnings for improvement.
- x. The Tenderer is responsible for sourcing his vendors for supply of provisions, vegetables, milk, soft drinks, snacks etc. The Tenderer is solely responsible for the agreements, contracts payments to these vendors and shall keep the institute indemnified form any liabilities to these vendors. The Tenderer will issue a written undertaking to each his/her vendors that the tenderer is solely responsible for all matters pertaining to the supplies and payments being made and IIIT Guwahati is indemnified form any liabilities to these vendors. Original copies of the same will be deposited at the Institute.

8.5 Contract Document

- i. The tenderer, whose tender has been accepted by IIITG, shall enter into formal agreement with IIITG at the date and place to be notified by the Institute.
- ii. Contract documents for agreement shall be prepared after award of works as intimated to the successful tenderer by a letter of acceptance. The Agreement and tender documents together with the annexed documents and tenderer's acceptance thereof shall constitute a binding contract between the successful

tenderer and the Institute. Contract documents to be signed between IIITG and successful tenderer shall consist of following:

- a) Original tendering document.
- b) Addendum issued to tenderer, if any.
- c) Letter of acceptance.
- d) Detailed letter of award/acceptance along with agreed variation / amendment and other enclosures.
- e) Different types of menu and accepted rates.
- f) Performance Guarantee/Security Deposit as explained in subsequent paras.
- g) Agreement on stamp paper of appropriate value.
- h) Any other instructions/orders/notes etc. issued from time to time

8.6 Performance Guarantee/Security Deposit

- i. Within 10 days from the date of receipt of Letter of Acceptance, the Contractor shall deposit with the Institute a sum of **Rs.15 Lakhs as Security Deposit** by way of Demand Draft / Bank Guarantee for the due performance of the contract. In case Bank Guarantee is submitted, it should be valid for the entire duration of the Contract plus 60 (sixty) days. EMD of Rs.3,00,000/- already deposited will be adjusted against the Security Deposit, if requested by the tenderer. The Institute will be at liberty to forfeit the deposit if the Contractor fails to honour his/her commitments in any manner whatsoever. The deposit will not bear any interest and the same shall be refunded to the Contractor on due performance of the contract after adjusting dues, if any, on this account.

8.7 Penalty Clause

- I. Contractor will be required to maintain a complaint register for each Mess, which will be put up to Mess Office on weekly basis, along with details of corrective action taken. Messing Committee comprising of representatives of Contractor, Mess Office, Students' Council and General Administration will look into recurring and serious complaints. Based on recommendations of Messing Committee, Associate Dean-Admin will issue statutory notice to the Contractor. Penalty will be imposed as per scheduled mentioned in the Point no-F in page no 21-22 of this document.
- II. Damages to institute property will be charged on actual basis.

8.8 Extension of Contract: In the month of March or as decided by the competent authority, the Messing Committee will evaluate the performance of Contractor and make recommendations to the Competent Authority. Based on recommendations of the Committee, decision regarding extension of contract will be taken. However, the total contract period cannot extend beyond three years.

8.9 Subletting of Contract: The contractor/vendor shall not assign and or sub-let the contract or any part thereof or any benefit or interest therein or there-under without the prior written consent of Director, IIITG and such consent shall not relieve the contractor/vendor from any liability or obligation under the contract and the contractor/vendor shall be fully responsible for the acts / defaults and neglects of his agent's, servants or workmen as if they were the acts, defaults or neglects of the contractor/vendor, his Agencies, servants or workmen.

8.10 Performance of Vendors: IIITG shall assess the contractor/vendor's overall performance with respect to quality and adherence to time schedule of work done at regular interval and take a decision regarding assigning further work to him in case the performance of the contractor/vendor is found to be unsatisfactory by IIITG. The decision of the Director, IIITG or any other officer authorized by him shall be final and binding on the contractor/vendor for the purpose of determining "satisfactory services".

8.11 Termination of Contract

- i. IIITG reserves its right to terminate the contract for any reason at its absolute discretion including, but not limited to the following:
 - a) If the contractor/vendor is adjudicated insolvent by a Competent Court of Law or files for insolvency or the contractor/vendor Company is ordered to be wound up by a Competent Court.
 - b) Contractor/vendor commits any material breach of the terms of this contract with IIITG or if found guilty of any malpractice in the performance of the contract.
 - c) If any charge-sheet is filed by the Competent Authority of the Government against the contractor/vendor or its company or the contractor/vendor is convicted by a criminal court on grounds of moral turpitude.
 - d) In the event of unsatisfactory service or failure on the part of the contractor/vendor or if the contractor/vendor shall neglect to execute the work with due diligence or expedition or shall refuse or neglect to comply with any reasonable order given to him by IIITG in connection with work or shall contravene the provisions of the contract, IIITG shall have the option to declare the contract as cancelled and may get the work executed by any alternate sources at the contractor/vendor risk and cost. In such an event the contractor/vendor shall have no claims whatsoever against IIITG in consequence of such termination of the contract. The decision of IIITG in terminating the contract will be final and binding on the contractor/vendor.
 - e) In case the vendor fails to comply with all the statutory compliances. The vendor will ensure payment of wages as per Minimum Wages laid down by the Government, timely payment of wages to their employees, Opening and subscribing to EPF, ESI etc. for the employees engaged at IIIT Guwahati and timely and correct payments of the same.
- ii. IIITG reserves its right to remove from the list of approved contractor/vendor or to ban business dealings with the contractor/vendor if found to have committed fraud, deception, misconduct etc. and also to suspend business dealings pending investigation.
- iii. IIITG reserves the right to accept or reject any or all the Tenders (Tenders) or any part thereof at any stage of process without assigning any reason whatsoever. IIITG has no obligations to accept the lowest offer. IIITG's decision in this regard shall be final and binding.

8.12 Force Majeure: If either party is prevented from the performance of its obligations in whole or in part for reasons of Force Majeure, viz., acts of God, acts of Government, acts of public enemy, war, hostility, civil commotion,

blockade, sabotages, riots, fire floods, earthquake, explosions, epidemics, strike and lawful lockout, the period of Force Majeure shall be excluded accordingly. If Force Majeure event(s) continue beyond the period of three months, the parties shall hold consultation to chalk out the further course of action. Neither party can claim any compensation from the other party on account of Force Majeure.

8.13 Conciliation: Any dispute or difference whatsoever arising between the parties relating to or arising out of Contract, shall be settled first by Conciliation in accordance with the Govt. Rules and settlement so rendered between the parties.

8.14 In pursuance thereof shall be final and binding on the parties. Reference to Arbitration shall be made only when the Conciliation has failed. All disputes will be subject to Guwahati Jurisdiction only.

8.15 Executing Authority: The Director, IIITG, Guwahati or his authorized representative shall be the Executing Authority for this job. All the Bills pertaining to the work order shall be submitted to the concerned office for processing for release of payment.

8.16 Accommodation, Gate Pass etc.: IIITG will provide a few quarters/rooms for mess workers to stay in the IIITG Boys' Hostel Kitchen Block. The Contractor/vendor shall be responsible for maintaining the rooms and if extra rooms are required, they will be arranging of their own. IIITG shall provide necessary assistance to obtain gate passes to the mess workers.

Dated: 30.06.2022

Sd/-
Dr. Ferdous Ahmed Barbhuiya
Associate Dean-Admin

APPENDIX-A

The menu for breakfast, lunch, evening tea & snack and dinner is as follows:

Breakfast	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Hot Beverage	Milk Tea + Coffee	Milk Tea + Bournvita milk	Milk Tea + Coffee	Milk Tea + Coffee	Milk Tea + Coffee	Milk Tea + Coffee	Milk Tea + Coffee
Main	Paav - Bhaji	Bread Jam	Masala Dosa	Bread + Jam	Uttapam	Puri Chana Sabji	Masala Dosa
		1 Amul Butter	Coconut Chutney + Sambhar	Veg Chowmein	Sambhar + Coconut Chutney	Bread Jam	Coconut Chutney + Sambhar
		2 Cheese Pakoda / 1 boiled egg	—	—	Macroni		
Add on	Suji Halwa(in ghee)	Half Apple	Suji Halwa(in ghee)	1 Banana	Half Apple	Half Orange/Half Apple	Sewai
Lunch							
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Roti	Chapati	Chapati	Chapati	Aloo Paratha	Chapati	Chapati	Aloo Paratha
Rice	Plain Rice	Plain Rice	Plain Rice	Plain Rice + Lemon Rice	Plain Rice	Plain Rice	Plain Rice + Veg Biryani
Dal	Moong Dal fry	Mix Dal	Daal Makhni	Arhar Dal	Daal Makhni	Sambhar (Tomato & Coriander)	Moong Dal
	(Tomato & Coriander)	(Moong +Chana +Arhar)	Papad		Seem - Aloo		
Veg-1	Kabuli Chana	Cauliflower +Bean+ Aloo sabji	Aloo Pitika	Manchurian dry		Lady Finger + Aloo	Brinjal Aloo
Veg-2	Aloo Paalak	Dum Aloo	Rajma Gravy	Aloo Green Matar Gravy	Potato+Black Chana Sabji	Soyabean	Chana Masala
Add on	Curd	Curd	Bundi - Raita	Curd	Aaloo - Raita	Curd	Cucumber Raita with zeera
Salad	Salad	Salad	Salad	Salad	Salad	Salad , Rice- Chips	Salad
Dinner							
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Roti	Chapati	Chapati	Chapati	Methi Puri	Chapati	Chapati	Chapati
Rice	Plain Rice	Plain+ Fried Rice	Plain Rice+Biryani	Plain Rice	Plain +Tomato Rice	Plain Rice	Plain Rice
Dal	Dal Tadka(Chana Dal)	Chana Dal	Moong Dal	Sambhar Dal	Mix Dal	Dal Tadka(Chana Dal)	Arhar Dal
Non Veg/veg	Onion Egg curry(1pc)	Fish Curry	Chicken Masala	Egg Curry	Fish Curry	Egg Dry Gravy	Chilly - Chicken
	Special Mix Veg	Paneer Butter Masala	Matar Paneer	Kadai Paneer	Sev - Tomato / Malai - Kofta	Paalak - Paneer / Kadhi - Pakode	Paneer Butter Masala
Veg	Capsicum + Aloo	4 Parvel Fry/Brinjal Fry/Aloo-onion fry	Jeera Aloo	Chana Chhole Mix Sabji	Aloo Cabbage Fry	Potato+cauliflower+beans	Cauliflower + Bean +Aloo Sabji
Add on	Rasgulla	Cold Custard	Sewai	Kaju Barfi	Suji Halwa(in ghee)	French Fries + Ketchup	Rice Kheer
Onion everyday in dinner							

Cold Custard : Dry fruits + Fruits

Milk : 200 ml per person

Salad : Tomato, Cucumber, Carrot, Beetroot, Lemon

Pickle all time:

- NB:**
1. **12(twelve) special lunches/dinners will be served in a calendar year. The dates of the special lunches will be fixed by the Mess Committee. Usually, special lunches/dinners are served during festive days e.g. Independence Day, Magh Bihu, Holi, Diwali etc.**
 2. **Any consumption in addition to above menu may be charged as per the ala-carte rate. Rates of ala-carte items will be fixed and approved by the Mess Committee with mutual discussion.**
 3. **Sick Students under bed rest should be provided with food to be taken to their rooms.**
 4. **Raw materials used in food production must be branded and Agmark certified. Loose food products will not be used.**
 5. **All raw materials will be put up for inspection by IITG Mess Supervisor/Committee prior to use.**
 6. **Details of regular suppliers of raw materials will be shared with IITG Mess Supervisor/committee to facilitate periodic inspection.**
 7. **Left-over food will be disposed-off on daily basis.**

Brands of consumables permissible in Hostel

<u>Mess</u>Item	Brand
1. Salt	Tata, Annapurna, Nature fresh
2. Spices	Catch, Badshah, Everest, M.D.H. Masala,
3. Ketchup	Maggi, Kissan
4. Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara, Engine (Use of Hydrogenated (vanaspati) oil is prohibited)
5. Pickle	Mother's recipe or Pravin or Priya or Nilon's
6. Atta	Ashirvad, Rajdhani, Annapurna
7. Flavoured fruit drinks	Real/ Amul
8. Papad	Lijjat/Bikaji/Oswal
9. Butter	Amul, Britannia, Mother Dairy
10. Bread	Repose, Homa, Holsom, Diamond, Sheikh Brothers
11. Cornflakes	Kellogg's
12. Jam	Kissan or Maggi
13. Ghee	Amul, Mother Dairy, Britannia, Annapurna
14. Milk	Amul, Mother Dairy (Without Water)
15. Paneer	Amul/ Mother Dairy/ Govardhan/Purabi
16. Tea	Brook Bond, Lipton, Tata
17. Coffee	Nescafe
18. Ice-cream	Amul, Mother Dairy, Kwaliti Walls

The caterer may use any other standard/ FPO approved brands only if permitted by the Mess Committee in writing.

TERMS AND CONDITIONS

A. Site Particulars

Indian Institute of Information Technology Guwahati is situated at Bongora, Guwahati-781015, Kamrup, Assam.

- a) The tenderer is advised to visit and examine the site and its surroundings and obtain for him-self all information that may be necessary for preparing the tender and entering into a contract for execution of the work.
- b) The tenderer may also enquire about the availability and supply of provisions to enable the vendor to obtain timely and correct supplies.
- c) The Service available in the campus and the respective messes will be made available on as is where is basis. The tenderer can examine the same before submitting their tenders. **If any additional utensils, equipment and refurbishing of the existing ones are required, the same shall be done by the tenderer who is awarded the contract.**
- d) Vendors shall maintain all the above equipment and weekly maintenance to be carried out as per the schedule indicated by the in-charge of the Mess/maintenance in- charge during the service period
- e) It is understood and agreed that the above factors have properly been investigated and considered by the Tenderer before submitting the Tender.
- f) No claim for financial or any other adjustments to contract price, on account of lack of clarity of such factors shall be entertained.
- g) The cost of visiting the site shall be Tenderer's own.

B. Catering infrastructure available in the campus

Below mentioned infrastructure is available in the campus, which can be utilized by the catering contractor for provision of services: -

IIITG Boys' Hostel Complex

1. Dining hall:-One
2. Kitchen and dishwashing area, with exhaust system- One
3. Store room:-One
4. Dining tables and chairs
5. Racks, working tables, bain maries, Utensils , etc
6. Fans and lights
7. Office room
8. Staff toilets and lockers

IIITG Girls' Hostel

1. Dining hall: One
2. Kitchen and dish washing area, with exhaust system: One
3. Store: One
4. Dining tables and chairs
5. Racks, working tables, bain maries, utensils, etc.
6. Fans and lights
7. Office Room
8. Staff toilets and lockers

The contractor will be responsible for routine upkeep and maintenance of above infrastructure. However, the repairs/maintenance to buildings, exhaust system, air-conditioning system and the electrical and plumbing infrastructure will be the responsibility of IITG.

C. Electricity/Water Charge:

The monthly electricity bill and water charges with Security deposit of ₹ 10,000/- will be paid by the contractor on actual basis along with pro-rata fixed charges levied by the Electricity Board for which sub-meter shall be provided by IIT Guwahati. The electricity charges will be paid on or before 5th of every month on monthly reading basis. Any damage/loss due to misuse on the part of contractor's staff will be recovered at actuals, as decided by competent IITG authority.

D. Use of Machines/Equipment

The contractor is permitted to bring in, install and use additional equipment's or appliances or vehicles required for cooking or serving or delivery. However, prior clearance/permission from Estate Office / Mess Committee of IITG is mandatory before installing any additional equipment or appliance. Prior permission/information to the Security Section of IITG is mandatory for using any vehicles inside the Campus.

It will be mandatory for the contractor to install and use the following machines/equipment: -

- I. Chapatti/Roti maker machine of sufficient capacity .**
- II. Vegetable Peeler/cutter/washer.**
- III. Used Dish/plate washing machine.**

E. Disposal of Waste Food

- i. The vendor will take the responsibility for necessary waste segregation and be compliant with all the relevant government standards of waste management. **Disposal of waste originating from Mess/Kitchen to suitable location within and outside IITG Campus will be sole responsibility of the vendor.****
- ii. The vendor will maintain substantial inventory of dustbin bags, cleaning equipment and chemicals for at least 2 cycles of deep cleaning and 2 weeks of daily cleaning.
- iii. Daily and weekly food assessment should be provided and shared with the Mess committees to reduce wastage of food.

F. Monitoring/Penalty:

- i. Periodic food testing will be made by appropriate testing agency as decided by the competent authority.
- ii. The quality of ingredients as well as cooked items and the hygiene level will be checked randomly by the Dean Students Welfare/ Chief Warden/

Additional Chief Warden/ Members of the Mess Committee/ Competent Authority. In the event of use/serving of any substandard item, stale/spoiled food item and non-serving of approved item(s), use of unclean utensils as certified by the Hostel Mess Committee, formal complaint shall be recorded against the Contractor and appropriate penalty will be levied by the Institute on Contractor. Repeated complaints of this kind from the said authorities can result in the termination of the contract after appropriate inquiry by the Chief Warden and the decision of the Institute Competent Authority will be final in this regard.

- iii. The caterer will be fined in case of violation of the following rules on the recommendation of Mess Committee:
- a. Non-availability of suggestion register on the counter/discouraging students from registering complaints would lead to a fine of ₹ 5,000/- on the caterer.
 - b. or more complaints of insects and/or foreign object cooked along with food found in any food item would invite a fine of ₹ 10,000/- on the caterer.
 - c. or more complaints of unclean utensils in a day would lead to a fine of ₹10,000/- on the caterer.
 - d. If mess committee agrees that certain meal was not cooked properly then a fine of ₹10,000/- would be imposed on the caterer.
 - e. If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes of breakfast and Tiffin then a fine of ₹5,000/- would be imposed on the caterer. The timing for that meal will be extended equivalent to delay time.
 - f. Changes in menu of any meal without permission of mess committee would result in a fine of ₹10,000/- on the caterer.
 - g. Fine on any discrepancy (personal hygiene of workers, misbehavior by workers etc.) will lead to fine of ₹10,000/- on caterer for every instance.
 - h. Fines will also be charged at the rate of cost of meal in case the meal is not up to the mark or any unhygienic means used or any major fault in the cooked food items (like flies, cockroach, insects etc).
 - i. For any rules stated in the agreement,
 - First violation of the rule implies fine as per the rule.
 - Second and subsequent violations of the same rule within 30 days of previous fine will attract triple the initial amount of fine on the caterer.
 - j. Absence of proprietor or his representative empowered to take decision from mess committee meetings on due invitation (which will be held once every month or as decided) will attract a fine of ₹25,000/- on caterer.
 - k. As and when mess council proposes a fine it will inform the representative of the caterer or mess manager and fine will be imposed with consent of the wardens.
 - l. Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the mess council with consent with the wardens.
 - m. Severity of hygiene failure shall be assessed and decided by the mess council and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

G. Sign out Option

The students will be entitled to Mess Sign Off as per the norms set by the Institute, for which they will not be charged in the monthly messing.

H. Processing of Mess Bill

Students' mess bill is to be processed on monthly basis, and the same is required to be finalized by 2nd of the following month. Mess bill is to be processed electronically and the same is to be made accessible to students for perusal during the period from 2nd to 7th day of following month. Once all queries from students are settled, mess bill may be submitted to Estate Office preferably by 10th of following month. The mess bill must be stamped and signed by authorized signatory of the contractor. Proof of payment of EPF & ESI contributions and staff's salary for the previous month are to be submitted along with mess bill. Estate Office will ensure that mess bill submitted by the contractor is cleared within 10 working days of submission of bills, provided the bill is complete in all respect.

I. Average feeding strength of students during the academic year

Being an educational institution, the average number of students in IIITG campus keep changing based on academic calendar. An indicative chart is given below:-

Period	Anticipated Student Strength
May-July	400
Aug - November	850-900
December	400
January-April	750-800

J. Mandatory staff deployment

Sl No	Designation	Minimum Strength (Boys' Hostel)	Minimum Strength (Girls' Hostel)	Desired Qualification
1	Manager	1		Diploma/Certificate in Catering Management, along with minimum 5 years' experience
2	Asst. Manager	1	1	Diploma/Certificate in Catering Management, along with minimum 3 years' experience
3	Chief Cook	1	1	Certificate in food production or equivalent, along with minimum 3 years' relevant experience
3	Assistant Cook	4	1	Minimum 3 years' experience in catering industry
4	Helper	8	4	Relevant Experience

- The mandatory minimum staff deployment, as mentioned above, will be ensured by the Contractor during the peak period (i.e. from August to November and January to April). During the rest of the academic year, staff strength may be revised proportionate to the student strength.
- It is mandatory for the Contractor to submit monthly hygiene check-up report, duly certified by a qualified medical practitioner, in respect of each staff deployed for food handling. Vaccination status (e.g. COVID vaccination etc.) will be as per with prevailing Govt. Guidelines.

K. Statutory Provisions

- I. The contractor shall be responsible for fulfilling the requirement for all statutory provisions of relevant enactments viz. Minimum Wages Act (Central / State), if applicable and as applicable, Payment of Wages Act, Industrial Disputes Act, Contract Labour (Regulation & Abolition) Act, 1970 read with the Central Contract Labour (Regulation & Abolition) Rules 1975, ESI Act, 1948, Workmen Compensation Act, 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Payment of Bonus Act 1965, Payment of Gratuity Act, 1972, Kerala Industrial Establishments (National and Festival Holidays) Act, 1958, Kerala Catering Establishments Act and any other law applicable for the employment of contract workmen as amended from time to time.
- II. The contractor shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the Mess and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local bodies and other authorities in this regard, and the Service Provider shall indemnify the Institute against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.
- III. The Institute shall be indemnified for any action brought against it for any violation/non-compliance of any of the provisions of any of the acts, etc. Hence, noncompliance or violation of any of these provisions of any of the Acts would lead to the immediate termination of the contract. The contractor shall maintain all records required to be maintained under statutory enactments and the Institute's authorized representatives shall be entitled to inspect all such records at any time.
- IV. The Contractor has to submit to RLC's Office by January / July of every year Form XXIV of Contract Labour Regulation & Abolition Act.
- V. **Payment Minimum Wages:** The contractor shall not pay less than what is provided under the law to workmen engaged by him for the work. The wages should also be paid in time i.e., by the 5th day of the preceding month.
- VI. The contractor shall be solely responsible as regards salary/ wages and service conditions and terms extended by the contractor to his workmen and shall in this connection maintain requisite records and comply with all laws/ enactment, rules and regulations and orders applicable to the contractor's employees/ workmen in general and in particular laws/ enactments, rules and regulations and orders dealing with employment of contract labour, payment of minimum wages, fire and safety regulations relating to employment of female workforce, security arrangements and such other rules and regulations as may be applicable at present or made applicable hereafter.
- VII. The Contractor shall enforce the provisions of ESI Act and Scheme framed there under with regard to all his employees involved in the performance of the Contract, and shall deduct employee's contribution from the wages of each of the employees and shall deposit the same together with employer's contribution of such total wages payable to the employees in the appropriate account. Contractor is required to submit documents/chaplains towards proof of remittance towards ESI for the workers engaged for this work along with every RA bill. Factory Inspectorate's requirement is to be met by the Contractor and shall be included within his quoted price.

- VIII. The Contractor should comply with the provision of the Employees Provident Fund Act. The contractor should promptly deposit PF deduction of the eligible contract employees plus the employers' contribution to the RPFC. For this purpose agency must submit a certificate in their Bill that PF amount has been deducted from the eligible employees and along with the employers contribution has been deposited with RPFC. In support of this, the agency must furnish the challan / receipt for the payment made to RPFC.
- IX. The contractor has to maintain record of all details called for by EPF organization for the labour employed by them and has to submit the same at any time if called for.
- X. The contractor shall have separate ESI/PF code number on their own name and ensure prompt payment and submission of related returns on time to the authorities concerned and produce documentary evidence to that effect. The Contractor should have separate EPF and ESI Code numbers for all workers. The Contractor should ensure remittance of EPF and ESI, to the respective accounts of the individual contract worker. IIITG reserves the right to check the records.
- XI. No worker below the age of 18 (eighteen) years shall be employed for the mess work.
- XII. The contractor shall pay equal wages for men and women in accordance with the applicable labour laws.
- XIII. All liabilities of the Contract like Salaries, wages and other statutory obligations in respect of the persons engaged by the Contractor shall be borne by the Contractor. In view of the provisions of the ESI Act, P.F. and the EPF Act and other Acts, as may be applicable to IIITG, the Contractor shall submit proof of such compliance to IIITG periodically, or at any date upon such request, as may be made by IIITG to the Contractor. In the event of non-compliance with the statute or the provisions thereof, referred to above, it shall be open to IIITG to withhold such amount as in its opinion is due and payable by the contractor in respect of its employees from and out of dues, payable by the contractor in respect of its employees from and out of dues, payable by IIITG to the Contractor and such due shall be held by IIITG with it until proof is submitted by the Contractor to IIITG indicating compliance with such statutes within reasonable time, failing which IIITG shall deposit such amounts with the authorities concerned on behalf of the Contractor and inform the Contractor of such deposit or deposits.
- XIV. The provision of EPF & MP Act, 1952 and the Rules / Schemes there under shall be applicable to the Contractor and the employees engaged by him for the work. The Contractor shall furnish the code number allotted by the RPFC Authority, to IIITG before commencing the work.
- XV. The institute has the right to withhold the payment of bills in case the wages are not paid by due date and the ESI and EPF are not remitted in time. Institute also has the right to deduct the dues with penalty for non-payment and delayed payments of the same.
- XVI. Bills for payment will be processed only if the wages for the employees for the month have been paid and ESI and EPF of the previous month has been cleared. A copy of wages register duly signed by the workers and details of individual payment of ESI and EPF of the previous month with copy of challan of remittances have to be attached to the bills for processing.

Signature of the Tenderer with official seal

ANNEXURE - I

ORGANISATION DETAILS AND FINANCIAL PROFILE OF THE TENDERER

Sr.No	Details		Remarks
1	Name of Firm		
2	Type		Provide copy of incorporation/registration
3	Year of establishment		
4	Brief Description		
5	Name of Owner/ Proprietor		List out complete details
6	Contact details of dealing Owner/ Proprietor		For this tender/contract. Name, designation, contact number and E mail ID may be provided
7	Address of Head/corporate Office		
8	Details of contact official		Name, designation, contact number and E mail ID maybe provided
9	Address of Regional Office		
10	Details of contact official		Name, designation, contact number and E mail ID may be provided
11	Address of Guwahati Office if there		
12	Power of Attorney in case tender documents not signed by the proprietor/director		
13	PF Registration No., District & State		
14	ESI Registration No., District & State		
15	PAN		
16	GST No.		

Note: If details do not fit in the given columns separate sheet(s) may be attached. **Organizational structure:** To include details of Proprietor/Directors, managers and other officials both at head offices and regional offices. Count of staff on roll in each organization should also be provided. Add as a separate enclosure

FINANCIAL PROFILE

Annual turnover statement: Tenderer shall indicate herein his annual turnover during the following three years based on the audited balance sheet / profit and loss account statement.

Financial Year	Annual Turnover (₹)
2019-2020	
2020-2021	
2021-2022	
Average Annual Turnover	

Net worth

Financial year	Reserve (₹)	Capital (₹)	Accumulated Profit/Loss (₹)	Net worth
2019-2020				
2020-2021				
2021-2022				
Average Net Worth				

Note: Copies of audited Balance Sheets with Profit & Loss Account statements for given three years shall be submitted along with the tender.

Any Other Details or Information the Tenderer Wishes to Provide

(Stamp & Signature of Bidder)

ANNEXURE-II

CLIENT LIST AND DETAILS OF CLIENTS OF TENDERER

Sl. No	Name of Client	Location & Address	Contact details of client. Email & Mobile	Description of the work and type of contract	Annual Value of Contract	Duration / period	Number of persons for whom catering services being provided	Number of personnel deployed for the contract	Remarks
1									
2									
3									

Note:

- a) *If details do not fit in the given columns, separate sheet(s) may be attached.*
- b) *Please provide substantial proof to support each entry as asked for. Entries without proof are liable to be rejected. In case of doubt additional documentary or other evidences may be called for if found needed by the concerned officials of the Institute.*
- c) *Tenderer shall furnish the experience details as above only of those contracts, which they consider suitable for meeting the qualifying requirements specified in the Notice Inviting Tender. IIITG reserves the right not to evaluate any other contract details. Details of more contracts may be furnished in the same format, if desired.*
- d) *Tenderers may note that non-submission of relevant supporting documents will lead to rejection of their tender. It shall be ensured that all relevant supporting documents are submitted along with their tender in the first instance itself. Evaluation may be completed based on the details so furnished without seeking any subsequent additional information.*
- e) *If the tenderer has executed/ completed similar nature of work (as called in Experience Criteria of Notice Inviting Tender), as a part of combined work order, then it is the responsibility of the tenderer to produce documentary evidence from Client to establish the value and description of such works and that the tenderer meets the experience requirements of tender.*
- f) **Any Other Details or Information the Tenderer Wishes to Provide**

(Signature of the Tenderer with official seal)

DATA FOR EVALUATION OF TECHNICAL BIDS

ANNEXURE-III

(Ref Para 6 (A) (b))

(To be filled after having filled the details given in the Annexure I & II)

Sl.No	Description	Details	Proof Required
1	Registration of the Tenderer		Copy of registration/ incorporation
2	Minimum 03 (three) years continuous experience in Canteen / Mess services in large Educational Institutions such as IITs, IITs, IIMs, IISERs, Central Universities or other reputed Institutions. The time period of seven years shall be reckoned as on 31.03.2022.		Proof showing the experience to be attached (Copy of work orders / agreements)
3	Details of clients		As per Annexure-II
4	Performance certificate or recommendation from at least two reputed institutions where they have been providing similar services since last three years.		Proof to be attached
5	Annual Turnover of Tenderer (with respect to all Industrial / Institutional Mess / Mess being operated)		Certified copy of audited Balance sheet and Profit and loss statement FY 2019-20, 2020-21 and 2021-22
6	Annual value of the single largest contract for running Institutional Mess /Mess		Work Order/Agreement copy along with work completion certificate.
7	Details of manpower to be deployed at IIIT Guwahati		As per Annexure-IV
8	Total no. of workers/staff on the rolls of the Tenderer's organization doing job in all of its Industrial/ Institutional Mess/ Mess		Organization/ Institution wise list of workers with details of ESI/EPF remittances for FY FY 2020-21 and 2021-22
9	Total continuous experience in a single unit in running Mess/ Mess on contract basis for 500 users or more		Copy of PO / Experience letter/Agreements

ANNEXURE - IV**PROFORMA FOR FURNISHING DETAILS OF MANPOWER TO BE DEPLOYED AT IIIT
GUWAHATI MESSES****General Details**

Sl. No.	Details	Nos	No. of years in service	Educational/ Professional qualifications	Previous Experience	Remarks
1	Manager					
2	Assistant Managers					
3	Chief Chef					
4	Assistant Cook					
5	Helpers					
6	Any Other staff Proposed to be deployed may be provided					

Mess Wise Details

Sl. No.	Details	Boys' Hostel	Girls' Hostel	Total
1	Manager			
2	Assistant Managers			
3	Chief Chef			
4	Assistant Cook			
5	Helpers			
6	Any Other staff			

Proposed manpower deployment during peak hours and non-peak hours:

(Stamp & Signature of the Bidder)

NAME OF THE TENDERER:

EXCEPTIONS AND DEVIATIONS STATEMENT

Tenderer may stipulate exceptions and deviations to the tender document, if considered unavoidable as per the following format:

All exceptional / deviations taken by the Tenderer to the stipulations of the tender document shall be brought out in the Technical Bid (and not in the Price Bid) strictly as per this format. Any exceptions/ deviations brought out elsewhere in the tender shall not be construed as valid.

Signature of the Tenderer with official seal

Annexure-VI

Format of BOQ*

(*This format will be in MS-Excel and is to be downloaded from the E-Procurement website i.e. <https://mhrd.euniwizarde.com> , to be filled and uploaded in the E-procurement website)

Particulars	Basic cost in INR(₹) per student per day
Mess charges per student per day (as per menu mentioned in NIT)*	To be filled only in the downloaded version of MS excel file from the e-procurement portal and to be uploaded. This page is for illustration only
GST in ₹	This page is for illustration only
Grand Total Cost (Including GST) in ₹	This page is for illustration only

Grand total in words: - Rupees..... This page is for illustration only

* Maximum quotable rate is capped at ₹140.00(excluding GST) per student per day. Rate quoted above ₹140.00(excluding GST) will be summarily rejected.

The rate quoted includes 12 special lunches/dinner in a calendar year.

Annexure-VII
Illustration on QUALITY COST BASED SYSTEM Methodology

STAGE 1: TECHNICAL BIDS EVALUATION

Bidder details	Technical Mark Obtained
Bidder1	48
Bidder2	40
Bidder3	50
Bidder4	20

*Since the eligible technical score should be 40 & above, bidder 4 is rejected

STAGE 2: FINANCIAL BID EVALUATION

Bidder details	Financial Bid Amount (including tax)
Bidder1	139
Bidder2	138
Bidder3	137

Stage 3: Conversion of financial bid amount to score

Bidder Details	Financial Bid Amount	Financial Score (LFB/F*100)
Bidder1	139	$(137/139)*100=98.56$
Bidder2	138	$(137/138)*100=99.28$
Bidder3	137	100

LFB = Lowest Financial Bid, F = Quoted Amount

Consolidated Technical & Financial Score

Bidder Details	Technical Score	Financial Score
Bidder 1	48	98.56
Bidder 2	40	99.28
Bidder 3	50	100

Stage 4: Combined Technical and Financial Score (CTFS) With Weightage 60:40

Bidder Details	Applying weights for the Technical Score & Financial Score	CTFS	Rank of the Bidder
Bidder1	$48*(60/100) + 98.56*(40/100)$	68.224 (28.8+39.424)	L2
Bidder2	$40*(60/100) + 99.28*(40/100)$	63.712 (24+39.712)	L3
Bidder3	$50*(60/100) + 100*(40/100)$	70 (30+40)	L1