



NATIONAL INSTITUTE OF DESIGN, ASSAM
Tocklai, Rajabari, Jorhat-785014 Assam

(NIDJ/2025-26/ADMIN/MESS/NIT/0191) Dated 16.06.2025

Notice Inviting Tender For
Providing Student's Mess Service at NID, Assam

Tender document for providing Student's Mess Service at NID, Assam

National Institute of Design Assam is a Autonomous Institution of National Importance under Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India established at Jorhat through the NID (Amendment) Act, 2019 passed by the Parliament of India.

On behalf of Director NID, Assam, applications are invited from Interested and eligible vendor for **providing Student's Mess Service at NID, Assam.**

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National Institute of Design Assam
Tocklai, Rajabari, Jorhat-785014
NOTICE INVITING TENDER

National Institute of Design, Assam invites open rate tenders in two bids system (Technical & Financial Bid) in separate envelopes from eligible Vendors as mentioned in NIT for the work mentioned below. Sealed Documents are to be submitted Offline to Chief Administrator Officer, NID Assam, Vill- Tocklai, PO- Rajabari, Jorhat, Assam- 785014 before the prescribed date and time.

Brief Details of Tender:

SL no.	Name of Service	Approx. estimated cost of bid (₹)	Earnest Money Deposit (₹)	PBG (₹)	Period	Tender Inviting Authority
1.	Providing Student's Mess Service at NID, Assam (Approx. 276 students)	1,93,00,000/- (Including GST)	3,86,000/- (2% of estimate cost)	10% of Contract Value	One Year initially. Which may extend for one year on same T&Cs	Director

Section- 1
Notice Inviting Tender
Critical Data sheet: -

Date & Time For: -	: Date and Time
Date, Time & Venue of Pre-bid Meeting	: 23-06-2025 & 15.30 hrs at Chief Administrative Officer Office, National Institute of Design, Assam Vill- Tocklai, PO-Rajabari Jorhat, Assam- 785014
Tender Document Publishing Date	: 16-06-2025
Tender Submission Start Date	: 17-06-2025
Tender Submission End Date	: 08-07-2025
Last date of sending query through email related to The Tender document @ tenders@nidj.ac.in	: 04-07-2025
Last date of physical submission of documents as specified in Tender document (Super scribing Name of Service, Tender No., and Date/Time of Opening) in separate sealed envelope to the TIA with complete postal address.	: 08-07-2025 up to 14.00 hrs
Date of Opening of Pre-Qualification (Technical) Criteria documents	: 08-07-2025 at 15.30 hrs
Date of Opening of Financial proposal	Would be informed later to the applicants qualifying in the technical bid.
Details of Submission of Hard Copies (Technical & Financial Bid in separate envelopes and both bids in a single cover envelope)	: The Chief Administrative Officer National Institute of Design, Assam Vill- Tocklai, PO-Rajabari Jorhat, Assam-785014

PART – I

For Providing Mess Service for students of NID Assam Tender Conditions

INTRODUCTION: -

National Institute of Design, Assam is an institute of National Importance established under the Department for Promotion of Industry and Internal trade (DPIIT), Ministry of Commerce & Industry, Govt. of India, with its mandate to provide world class design education.

The institute desires to outsource the catering and mess services for its hostels with a strength of around 276 students at the Institute campus by engaging reputed catering firm to operate the hostels mess professionally and provide healthy and hygienic food at par with Institute standards.

Therefore, bids are invited from reputed Catering Firms / Restaurant Chains to manage the Institute mess and serve food to the hostel boarders at NID, Assam. The limited no. of crockery shall be provided by the NID Assam for routine day-to-day catering as available. However, further requirement of crockery, vending machine, oven, refrigerator, consumables and fuel (Commercial LPG cylinder) must be arranged by the service provider.

NATURE OF WORK: -

Managing NID Assam Students' Mess for around 276 students. The number of students is tentative and will be based on the Student Strength of the Institute from time to time and shall be solely at the discretion of the Institute.

PERIOD OF CONTRACT: -

Initially for a period of 01 year that may be extended for another year on the same terms and conditions as mentioned in the Tender documents.

BIDDING SYSTEM: -

Interested firms may submit their bid in two parts over GeM: -

PART A: Technical Bid (Form-I, II, III, IV, V & VII)

PART B: Financial Bid (Form- VI)

SCOPE OF WORK: -

The Scope of Work is broadly described as providing Breakfast, Lunch, Snacks and Dinner for approximately 276 boarders of NID Assam on a regular basis as well as arranging special lunch / snacks / dinner on various occasions as per the requirement of the Institute Administration / Students' Hostel & Mess Committee / Students' Body. The scope of work is elaborately described at Part –III, below.

ELIGIBILITY CRITERIA: -

For Established Mess Contractor / Catering Firm – General Documents to be provided

- Experience:** - Minimum 07 years' (FY 17-18, 18-19, 19-20, 20-21, 21-22, 22-23, 23-24) experience in the profession of managing mess and catering services out of which 02 years at any reputed Educational Institute / Central / State organization/ Autonomous Bodies' / PSUs. Work completion & Performance certificate must

be submitted by the bidders.

2. **Turnover:** - Average annual turnover of at least **Rupees 4 crore** during the last 3 financial years 2021-22,2022-23, 2023-24. CA certified turnover certificate to be submitted for the above financial years.
3. Copy of GST certificate, MSME (If applicable) and PAN Card.
4. Documents required as per NIT signed on each page by the authorized representative of the bidder.
5. Registration under the EPF Act 1952 and ESI Act
6. Labor license certificate
7. Valid FSSAI certificate
8. Trade license.
9. Letter of recommendation/Successful completion certificate of work from previous clients.
10. Bidder's presence or office of the service provider must be located in the state of Consignee. Documentary evidence to be submitted.

EMD: -

The value of Earnest Money to be deposited by the tenderer should be 2% of the value of the estimated cost which is 3.86 lakh and shall be valid till bid validity period. EMD should be in the form of Demand Draft of any Nationalized Bank in favour of "National Institute of Design, Assam" payable at Jorhat and must accompany the technical bid i.e., Cover-I of the bid. For unsuccessful tenderer, EMD shall be refunded within 30 days without interest after the decision to award the work is taken. EMD shall be forfeited if any tenderer withdraws their offer before finalization of the tender. Earnest money shall be refunded on receipt of Performance Guarantee submitted on award of work. **MSME/NSIC registered organizations are exempted from submission of EMD, MSME/NSIC Certificate must be produced for this exemption.**

PERFORMANCE SECURITY: -

In the form of Bank Guarantee **10%** of Contract value from any Nationalized / Scheduled Bank in the prescribed format of NID, ASSAM to be deposited within **10 working days** from issue of Letter of Acceptance, failing which their order shall be cancelled. The Performance Bank Guarantee shall be returned 2 months after satisfactory completion of the work and no-dues clearance. Validity of bank guarantee should be 60 days from the contract end date.

FINANCIAL BID: -

Tenderers should quote as per the Price Bid format and in the allotted space only. (Form VI)

BID VALIDITY:-

The Tenders shall be valid for a period of 04 (four) months i.e. 120 days from the date of opening of the Price bid or any extension thereto.

NID, ASSAM RESERVES THE RIGHT:

1. To postpone/change/cancel the above-mentioned date, modify the terms and conditions.
2. To accept or reject any or all the applications received, at its own discretion, without assigning any reasons thereof for which no claim on any ground shall be entertained. Tenders in which additional conditions put forth by the agencies, shall be summarily rejected.

SEQUENCING TENDER DOCUMENTS (TECHNICAL BID):

The following documents should be submitted by bidders:

Sl. No.	Details of Documents of Technical Bid	Form No.	Enclosed or not. (If not, reason for non-enclosure in Undertaking)
1.	Earnest Money Deposit (EMD) for ₹ 3.86 Lakh only	Bank's Demand Draft	
2.	Affidavit on letter head or Judicial Stamp Paper for the Acceptance of Tender Terms& conditions	Form-I	
3.	Certificate for Ethical Practice	Form- II	
4.	Technical Bid	Form- III	
5.	Signed & stamped copy of tender documents		
6.	Work experience certificates for FY 17-18,18-19,19-20,20-21,21-22,22-23,23-24.		
7.	Contact details of establishment where Contractor has provided service in the past.	Form-IV	
8.	Annual Turnover of the last 3 financial years 21-22,22-23,23-24.	Attach copies of Audited Report and IT Return for the year 21-22,22-23,23-24. CA certified turnover certificate to be submitted.	
9.	Incorporation certificate of your firm		
10.	Bank Solvency Certificate in format given	Form-V	
11.	Copy of PAN		
12.	Copy of GST Registration		
13.	Copy of EPF registration		
14.	Copy of Labour registration of last 02years		
15.	Copy of Shop & Establishment Registration if applicable		

16.	Bidder's Presence / Office in state of consignee		
17.	Copy of Trade License		
18.	Copy of the latest valid FSSAI certificate		
19.	Undertaking for non-blacklisting	Form- VII	

FINANCIAL BID: -

Tenderers should quote as per the Price Bid format and in the allotted space only using **Form-VI**

EVALUATION OF BID: -

All received quotations shall be initially evaluated on technical parameters. It is mandatory for all bidders to fulfill all specified criteria. Therefore, bidders are required to read the GeM bid and tender document carefully and submit quotations along with all necessary documents to avoid any chance of rejection.

Final evaluation of the bids will depend upon the report submitted by the Students' Hostel & Mess Committee (SHMC). The committee reserves the right to adopt its own evaluation criteria, for example visit and check the cleanliness, upkeep of the premises, quality of provisions, quality of food, waste management at site, food serving system, record keeping, etc. The committee will submit its evaluation report in the form of score / marks to the tender evaluation committee of the institute. The bidder who scores the most in the parameters of the SHMC and meeting the financial evaluation criteria, will be selected as the most suitable bidder to meet all the evaluation criteria.

PROCESS OF EVALUATION:

The process of selection of the successful bidder would be determined as below: -

Steps of evaluation	Criteria	Impact of unavailability of requisite document
1 st	EMD Amount of ₹ 3.86 Lakh	Tender shall be summarily rejected & no further evaluation of Tender shall be done except otherwise exempted
2 nd	Minimum 07 years' experience in the profession of managing mess and catering services out of which 02 years at any reputed Educational Institute / Central / State organization/ Autonomous Bodies' / PSUs.	As above
3 rd	Average Annual Turnover of ₹ 4 Crore in last 3 FY 21-22, 22-23, 23-24	As above
4 th	Registration with Income Tax department & PAN No.	As above
5 th	Registration with GST	As above
6 th	Trade License	As above
7 th	FSSAI Certificate	As above
8 th	Registration under EPF Act & ESI Act	As above

9 th	Registration of Labour License	As above
10 th	Undertaking for Non-Blacklisting	As above
11 th	Bidder's Presence / Office in state of consignee	As above
12 th	Acceptance of terms and conditions of Tender	As above

STAGE – 1- TECHNICAL EVALUATION:

The bidders have to submit the documents as mentioned above. Only those bidders who fulfil these requirements will be considered eligible for **Stage – 2**.

STAGE-2: A) PRESENTATION BY TECHNICALLY QUALIFIED BIDDERS:

The technically qualified bidders are required to make the presentation of not more than 10 minutes on the parameters mentioned in the format below. These parameters will be used to evaluate the bidder's credentials to serve the Institute as per the requirement. Final evaluation of the presentation will depend upon the report submitted by the Students' Hostel & Mess Committee (SHMC). In case, number of bids received is more, the SHMC reserves the right to adopt its own evaluation criteria.

Following parameters carry 50 marks will be used to evaluate the bidder's credentials based the presentation by the caterer.

Format for Evaluation of Presentation

Sr. No.	Description	Maximum Allocated Marks	Actual Marks
1	Team Composition and Expertise	10	
2	Relevant Experience in large campuses and Institutions of National Importance.	10	
3	Process for the Smooth delivery of services, Usage of Technology and Tracking system (ex. attendance)	10	
4	Quality Assurance and Control	10	
5	Hygiene / Waste Management mechanism	5	
6	Take over plan	5	
	Total Marks in Presentation	50	

STAGE-2: B) VISIT TO TECHNICALLY QUALIFIED BIDDER'S SITES: -

After the presentation of technically qualified bidders, team of Officers/SHMC from NID Assam may visit the sites of the tenderers who scored minimum 50% in presentation, to verify their claims and credentials to serve the Institute.

Following parameters carry 50 marks will be used by the team of officers / SHMC members to evaluate the tenderers credentials based on the site visit to the caterer. If a physical visit to caterer's site is not possible then SHMC may seek feedback from past clients of the bidders with the following parameters.

Format for Evaluation of Caterer's Site / Feedback form

<i>Sr. No.</i>	<i>Description</i>	<i>Maximum Allocated Marks</i>	<i>Actual Marks</i>
1.	Food Preparation and service	10	
2	Taste and variety in Menu	10	
3	Cleanliness and Hygiene	10	
4	Manpower Quality	5	
5	Quality Control Practices	5	
6	General House and Front Office Management Services	5	
7	General Feedback by the diner and Office bearers of the client	5	
	Total Marks in Site Visit	50	

Sr. No.	Description	Maximum Allocated Marks	Actual Marks
1	Total Marks in Presentation	50	
2	Total Marks in Site Visit	50	
	Ts- Technical Score (1 + 2)	100	

The score of Presentation and Site Visit evaluation report, as above, will be used for shortlisting of bidder for next stage of evaluation.

STAGE-3: FINANCIAL BID EVALUATION:

The Institute will open the financial bids of bidders who have scored a minimum of **50% marks in stage 2 A&B**. The bidder should submit a quote as per Form-VI.

The rates quoted for Standard Category (As per weekly menu attached at ANNEXURE- I) will only be considered for scoring by various caterers.

Scoring Financial Bids for Catering:

The scores for financial bids are based on the following method:

$$\text{Normalized Financial Bid Score} = \frac{\text{Highest Tender Quote for Standard menu (-)} - \text{Party's/caterers quote}}{\text{Highest Tender Quote for Standard menu (-)} - \text{Lowest Quote for standard menu}} \times 100$$

For example, the quotes for Standard menu are as follows-

Party/caterer	Standard Menu Rate (Rs.)
A	250
B	200
C	275

The normalized score for Standard Menu would be as follows –

Party/caterer	Score
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A	33.33
B	100
C	0

Note that the lower the price, the higher the score.

STAGE-4: COMBINED EVALUATION

The score of technical proposal would be given 70% Weightage, and the financial proposal would be given 30% Weightage. The weighted combined score of the technical bid (Ts), and Financial bid (Fs) shall be used to rank the bidders on the basis of formula as given below:

$$\text{Combined Score} = 70\% * Ts + 30\% * Fs$$

SUCCESSFUL BIDDER: -

The successful bidder will be the one who has the maximum combined score in Stage-4. The purpose of the four-stage selection process spelt out above is to get the services which combine optimally the quality and price. The decision of the Student Hostel & Mess committee (SHMC) of the institute will be taken as final in this regard. Merely quoting low price doesn't make a bidder L-1/ successful bidder. Their price should also be justified and commensurate with the existing market rate. SHMC reserves the right to select any bidder on the basis of technical evaluation whether the price quoted by the bidder is L-1 , L-2 , L-3 and so on.

Part-II

General Condition & Scope of the Contract

1. SCOPE OF WORK: -

1.1. The contract is essentially for providing the following mess services to the boarders of NID Assam Hostels. The scope of work, covered by the contract, is broadly but not extensively described as given below:

1.2. Cooking and serving meals- Breakfast (Morning), Lunch, Snacks and Dinner. Each meal will be served over a period of 1 ½ (One and a half hours)

1.3. Procurement of raw material as per specification given in Part-IV

1.4. Managing and control of stocks and inventories

1.5. Coupon sales. Boarders may use these coupons to get 'extra' items not included in the basic menu of the mess

1.6. Cleaning of utensils, kitchen and serving items

1.7. Cleaning of cooking, dining and auxiliary areas

1.8. Cleaning and hygiene maintenance of the dining area of the students.

1.9. Security of the equipment, utensils and other items in the mess

1.10. Maintenance of the equipment in the kitchen and dining areas

1.11. Maintenance of books, ledgers, other records and documents related to running of the mess

1.12. Deployment and supervision of required manpower for the above-mentioned job

1.13. The contract shall be initially for a period of 01 year that may be extended further one year on same terms and conditions as mentioned in the Tender Documents.

1.14. **Tentative Period of mess operation:** 3rd week of July to 3rd week of December and 3rd week of January to 2nd week of May

Summer break: 3rd week of May to 2nd week of July.

Winter Break: 4th week of December to 2nd week of January

In case the vacation is extended / reduced or re-scheduled, the Contractor will be paid based on the actual number of days food was served for meals served during the said period as verified by the Students' Hostel & Mess Committee.

1.15. Tentative Timing of Mess

Breakfast: 07:00 am to 8:30 am

Lunch: 12: 30 pm to 02:00 pm

Snacks: 05:00 pm to 05:30 pm

Dinner: 08:00 pm to 09:30 pm

However, the Students' Hostel & Mess Committee reserves the right to extend or reduce the period of mess operation.

1.16. The Students' Hostel & Mess Committee also reserves the right to decide the timings for breakfast and each meal on different days. The Students' Hostel & Mess Committee may revise the timings over the year as per academic and other activities. However, the Students' Hostel & Mess Committee will inform the contractor about such changes in the timings well in advance.

1.17. Sample Mess Menu - The Students' Hostel & Mess Committee shall provide basic menu, which shall continue for a minimum period as notified, once agreed upon mutually between Students' Hostel & Mess Committee and the Contractor. The Students' Hostel & Mess Committee reserves the right to change the menu from time to time. Any change in the menu shall be communicated in writing, adequately in advance, to the contractor. **However, the Basic Meal Plan as contained in Annexure-I shall be executed initially until any change is made by the** Students' Hostel & Mess Committee.

1.18. In addition to the above, the contractor shall be required to provide extra mess facilities/food items against additional payment to the-boarders of hostel in respect of items not covered under the Basic Meal Plan. Under such circumstances, the contractor shall be required to proportionately enrich the dinner/ lunch/ breakfast, as decided by the Students' Hostel & Mess Committee. Menu once decided shall continue for a minimum period of one month.

1.19. List of Boarders - The list of boarders shall be provided by the Warden / Students' Hostel & Mess Committee from time to time.

1.20. The Mess premises comprised cooking and dining facilities, furniture & appliances as available and water supply. These all shall be provided by the Institute against **a license fee of ₹ 15,000/= (₹ Fifteen Thousand Only) per month.** However, cleaning / washing materials / tools and manpower to properly maintain this infrastructure shall be arranged by the contractor at his own cost.

1.21. The contractor should hire/ enter into an agreement with Pest-Control Agency to keep the mess area infection/mosquito/rat free and cost incurred on it shall be borne by contractor.

2. Maintenance of Inventory - The inventory of articles shall be handed over to the contractor in good working condition at the commencement of the contract. The contractor shall be the custodian of this Institute's properties and mess inventory during the period of the contract and shall make good any loss to the inventory by way of misuse, breakage, theft, etc., at his own cost.

3. Refund of Security Deposit - The inventory in good condition shall be handed over by the contractor to the Students' Hostel & Mess Committee on the expiry of the contract period. The security deposit shall be refunded only after a "No Dues Certificate" granted by the Students' Hostel & Mess Committee, after 60 days of completion of the work.

4. Utensils, Furniture and appliances shall be provided by the Institute as available. However, the serviceability and repairing of the utensils, furniture and appliances shall be done and ensured by the contractor at his own cost.

5. **Use of Electricity** - The contractor shall not be allowed to use electricity as cooking fuel. However, he shall be permitted to use toasters, refrigerators, water coolers, mixer / grinder, oven and other equipment for cutting/grilling vegetables, etc. A separate electricity meter will be installed and **according to the meter reading vendor needs to pay the monthly electricity charges**. Any other electrical cooking appliance may also be used by the contractor after obtaining prior permission of the Students' Hostel & Mess Committee in writing.
6. **Storage and Food** - The food should be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served, and that stale food is not recycled. Stale food shall be removed from the mess premises as soon as possible. Un- refrigerated cooked food, not consumed within 6 (six) hours in summer and 10 (ten) hours in winter, shall be deemed to be stale and unfit for consumption.
7. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all times.
8. The contractor shall pay special attention to maintain the mess in neat and tidy condition at all times. For this purpose, the mess shall be cleaned thoroughly after each meal.
9. **Removal of Waste Materials from the Mess Area** - The waste material and unused / leftover food from mess will be removed from mess premises every day by the contractor. The contractor will ensure that all the waste material and unused/leftover food should be disposed-off properly outside the Institute premises. The contractor will also ensure that stray cattle, such as monkeys, pigs, dogs, cows, etc., do not consume any food within the mess premises.
10. **Quality of Food** - The contractor shall procure only good quality fresh vegetables from the market. He shall not be allowed to store the vegetables for more than **1 (one) day in summer and 3 (three) days in winter at a stretch**. However, the contractor shall ensure that a sufficient stock of other raw material is stocked in the store for consumption for a minimum period of 15 (fifteen) days. **The Students' Hostel & Mess Committee or concerned Institute Authority shall have the right to check the quality of food articles and vegetables from time to time.**
11. The food shall be neither too spicy nor too oily. Food should be wholesome, balanced, nutritious and shall cater to the taste of the boarders
12. The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
13. **Operational Period of Mess** - The mess will normally be operational for at least **9 months in a year**. No payment shall be made to the contractor when mess is closed. The actual dates of these vacations are decided well in advance and are readily available in the institute academic calendar. The decision of the institute regarding the operations of mess during the vacation shall be final and binding on the contractor. During the academic session the mess will not be allowed to be closed on any day, including Sundays and other holidays, for any reason whatsoever. **Payment of bills will be made as per the attendance of Hostels. Hostel wardens will certify the mess attendance as per hostel**

attendance and food quality will be certified by the Students' Hostel & Mess Committee.

- 14.** In case of any sudden holiday or closure of the Institute, due to unforeseen reasons, the contractor shall be paid as per the actual number of days for which the mess was operational for the month. The Institute shall pay food cost / Per Plate / per Student to Contractor only for these periods as per hostel attendance. There is also a provision of a weeklong recess during academic session and that will be intimated by Students' Hostel & Mess Committee / concerned Institute Authority to Contractor in advance.
- 15. Attendance:** The contractor will make its own mechanism for student's attendance in mess. However, the monthly mess bill will be paid as per actual attendance of students in hostel. Hostel wardens will certify the mess attendance according to the hostel attendance. If a student is absent for more than 5 days and it is intimated to the vendor then no payment will be made for the days of absence.
- 16. Outdoor Catering / special arrangements:** In some occasions, vendor may need to arrange outdoor catering (withing NID Assam Premise only) or special arrangement of meals for official meetings, Semester end exams (Jury), NID Assam guests. Vendor needs to make arrangements for the same as and when required by the NID Assam. Payment for these arrangements will be released separately. Vendor needs to arrange good quality crockery, cutlery and other equipment's for decent presentation of meal.

C.

PART – III
BRAND OF ITEMS

The contractor shall procure wholesome food articles of good quality in consultation with and to the satisfaction of the Students' Hostel & Mess Committee. The quantity of some of the items is specified below:

Sl. No.	Items	Brands
1.	Mustard Oil	Dhara, Fortune, Nature fresh, Patanjali etc.
2.	Refined Oil (Sunflower)	Fortune, Nutrela, Saffola, naturefresh, Dhara etc.
3.	Tea leaves/ Chaipatti	Tata gold, Brook bond, Lipton, Taj mahal etc.
4.	Coffee Powder	Nescafe, Bru, Tata Café etc.
5.	Pickles (Mango/ Mix)	Mother, Priya, Nilons, etc.
6.	Instant Noodles	Maggi, Yippee, Surya, Ching Chinese, Patanjali etc.
7.	Wheat flour	Shakti Bhog, Aashirvad, Annapurna, Patanjali etc.
8.	Papad	Lijjat
9.	Bread	Modern, Katorie, Britannia, BONN etc.
10.	Jam	Kissan, Maggie, Annapurna etc.
11.	Butter, Cheese	Amul, Britannia, Mother Dairy etc.
12.	Tomato Sauce/ Ketchup	Kissan, Maggi etc.
13.	Milk for drinking and curd	Amul, Purabi (Full cream), Mother Dairy etc Or Fresh Milk from local market
14.	Spices	M.D.H., Everest, Catch etc.
15.	Biscuit	Marie Gold, Good Day, Parle ,Britania etc.
16.	Salt	Tata, Annapurna, Catch etc.
17.	Cornflakes	Kellog's, Pantajali or other good brand
18.	Ghee	Amul, Everyday, Anik, Pantajali, etc.
19.	Ice Cream	Amul, Kwality, Vadilal, etc.
20.	Liquid soap	Dettol or Lifebuoy
21.	Phenyl	Domex or Lizol
22.	Rice for Meal/ Pulao/	BEST / High quality
23.	Bombay Rawa/ Suji	High quality

24.	Pulses (Red gram / Bengal gram)	High quality
25.	Paper Napkin	Standard quality
26.	Towel	Standard quality
27.	Room Freshener, etc.	Standard quality
28.	Chilli sauce/ Soya Sauce	Standard quality

HOUSEKEEPING

The Institute insists on a high degree of cleanliness and hygiene in the messes, with special emphasis on those areas where the food commodities are stored, cooked, and served. Thus, the need for proper housekeeping of all areas need no emphasis. After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, bowls, water glass, spoons, forks, knives, etc., are to be cleaned in soap solution and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal. The cleaning material used should be from the approved brands.

List of approved brands for material:

Sr. No	Consumables & Tools	Brands
1.	Mops	Taski, Unger, Roots, Cam, Gala, Scotch Brite or equivalent brand
2.	Garbage Cover	Plasto, Local or equivalent brand
3.	Paper Items	Pudumjee, Origami, Mystair, JK or equivalent brand
4.	Cleaning Pads	3M, Scotch Brite or equivalent brand
5.	Cleaning Cloth	Taski, Unger, Gala, 3M, Scotch Brite or equivalent brand
6.	Tools	Taski, Unger, Roots, Gala, Cam, Scotch Brite or equivalent brand
7.	Wringer Trolley	Taski, Unger, Roots, Gala, Scotch Brite or equivalent brand

DUTIES & RESPONSIBILITIES: -

1. Housekeeping/ cleaning of messes, kitchen, dining area, washing area, and corridors, resting area/lounge round the clock on all days including holidays, so that all areas are clean all the time.
2. Working hours of your employees should be adjusted in such a manner that cleaning work should be completed well before the meal.
3. Cleaning, scrubbing and disinfecting kitchen and dining areas.
4. The parties/caterers will provide, maintain and refill hand wash / sanitizer, tissue paper in all wash basins in the dining halls and also for his staff.
5. Cleaning, dusting switch board, light fixtures, fans, air conditioner, vents, water coolers cum purifiers, name plates, door mats, firefighting equipment"s, doors, windows, furniture, window glasses, grills, curtains, etc,
6. Cleaning of dust bins, waste paper baskets, cobwebs, etc, and disposing off all collected refuse on daily at regular intervals as per the requirement/direction for safe disposal of both the waste wet and dry make coordination with Bodh Nagar Panchayat at your own expense.
7. Dustbins shall be washed and garbage bags need to be placed in all garbage bins to void stains and clean them when it is full.
8. Undertake deep cleaning of the entire area on weekly basis and maintain record of cleaning schedule

for inspection.

9. The parties/caterers will be solely responsible for the cleanliness of the premises under their scope (inside and surroundings). This includes cleaning and removing blockages of drainages/sewages line. The Contractor must engage enough of their employees to attend housekeeping work on 24 x 7 basis and to provide the necessary cleaning agents, detergent liquid/ powder etc, for both wet and dry cleaning on daily basis.
10. Full medical checkups of all staff should be there every 6 months. All staff must be free from any contagious disease.

Note:

1. These items are just indicative. It will be the responsibility of the contractor to ensure the purchase of superior quality items, in the case of rice, pulses, vegetables, etc. also along with other branded items. If it is found that, contractor is deviating from the specified brand or standard, he shall be penalized accordingly, and Students' Hostel & Mess Committee may also decide for the termination of contract after repetitive deliberate negligence / mistake.
2. The Contractor may use any other FSSAI approved brands also, if permitted by the Students' Hostel & Mess Committee / concerned Institute Authority in writing.
3. The Students' Hostel & Mess Committee / concerned Institute Authority shall have the right to change any brand provided the cost does not exceed for the specified brand.
4. The institute may send their representative along with contractor while purchasing the non-perishable items like rice, dal, atta etc. to ensure the purchase of branded items, as mentioned above.
5. Vegetarian and Non-Vegetarian food will be cooked, stored and served separately.

D. PART- IV

Catering Contract Terms and Conditions along with responsibilities of Contractor

The Mess facility at NID Assam on the campus consists of a kitchen and dining hall. The important terms and Conditions are listed below for the convenience of contractor:

1. **Evaluation of Performance** – The institute Students’ Hostel & Mess Committee or concerned Institute Authority may take up periodical or sudden check at the mess to ensure quality of the food provided to the boarders.
2. **Security Deposit** - Within 7 days of execution of the mess contract, the Contractor will be required to execute the performance security deposit, equivalent to **10% of annual contract value either electronically and inform the details of such transfer to the Institute OR in the form of a Demand Draft / Cheque / Fixed Deposit / Bank Guarantee issued in the name of ‘National Institute of Design, Assam’ payable at Jorhat** from a scheduled bank, and will be held against any defaulting in performance and violation of terms and conditions. This Security Deposit shall be effective for the entire contract period and **shall be retained up to and including 60 (Sixty) days after the contract is over and will be returned only on the submission of ‘No Dues Certificate’ from the Students’ Hostel & Mess Committee.**
3. **License Fee** - The catering contractor has to pay a license fee of ₹ 15,000/- per month for the operational period of the contract OR at such rate as may be fixed by the institute for the subsequent period, if the contract is extended. In case the mess was not operational for a complete month, License fee shall be applicable on actual number of days at pro-rata basis.
4. **Labour Law Compliance:** The successful mess contractor should have registered himself with the Labour Commissioner, Assam as a contractor under the Contract Labour Regulation Act and should have obtained a Labour License and should complete all required formalities.
5. The **Contractor shall not employ child labour** and upon violation legal action would be taken.
6. **Maintenance of Civil & Electrical Work** - Major civil and electrical works will be attended by NID Assam. Minor maintenance jobs will be the responsibility of the catering contractor. Detailed Minor & Major work explained in **Annexure -II.**
7. To upkeep of all items provided by the NID Assam will be the sole responsibility of the Contractor.

8. **Maintenance of Stock Registers** - The stock entry of Kitchen equipment, cutlery, crockery and furniture, etc., which is provided by the NID Assam and bought by the Contractor will be maintained in NID Assam Mess Office in both the Hard and Soft copy format.
9. Refilling of commercial cylinders and procurement of good quality grocery/ provisions and other consumables will be the responsibility of the Contractor.
10. **Security and Maintenance of Fixed Assets** - Security and maintenance of licensed equipment, fittings and fixtures, furniture etc. will be the responsibility of the catering contractor.
11. Cleaning and Housekeeping of kitchen and dining area will be the sole responsibility of the Contractor.
12. Cleaning utensils, cutlery, crockery, kitchen equipment, furniture is also responsibility of the Contractor. The highest possible standards are expected in this regard.
13. All possible measures must be taken to ensure hygiene in the kitchen and mess. These include the provision of ample liquid soap for hand wash at basin, hand sanitizers, clean towels to clean hand, head caps and face masks for mess workers and other measures as advised by the students' Hostel & Mess Committee / concerned Institute Authority.
14. The Contractor shall attend a monthly meeting of the students' Hostel & Mess Committee, failing which a penalty may be imposed. This meeting shall be attended by the contractor himself or a senior representative, who authorized to take policy and monetary decision. It is mandatory to sign the minutes of such meeting. All issues related to mess needs to be discussed in the meeting and no information should be given to outsiders without the approval or authorization from the institute authorities. The minutes and the decisions taken shall be approved by the competent authority and will be binding on the contractor.
15. One of the supervisors deployed by the contractor should be entrusted the duty of quality control and hygiene.
16. Facility of First aid box with adequate capacity is mandatory to be provided to the mess workers.
17. **Trial Period:** There will be a trial period of three months initially for assessing the service of vendor.

E.

PART- V**PENALTIES FOR VIOLATION OF RULES**

The Contractor will be fined in case of violation of the following rules:

1. **Non-availability of complaint register** on the counter/discouraging members from registering complaints would lead to a fine of ₹ 2,000/- on the Contractor on each occasion.
2. **Any complaints about insects and/or foreign object** (hair, rope, cloth, plastic, etc) cooked along with food found in any food item would invite a fine of ₹ 1,000/- on every occasion on the contractor. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
3. **Any complaint of stones / pebbles** will attract a penalty on the Contractor which can range between ₹ 300/- to ₹ 3,000/- on every occasion. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
4. **Hard and / or sharp objects** like glass pieces, nails, hard plastic etc. will attract a penalty of atleast ₹ 5000/- per incident. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
5. **Food poisoning** shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the Contractor. Also the security money deposited will not be refunded in case the contract is cancelled for the above reason.
6. **03 or more complaints of unclean utensils** in a day would lead to a fine of ₹ 3,000/- on the contractor on each occasion.
7. If students' Hostel & Mess Committee agrees that **a certain meal was not cooked properly** then a fine of ₹ 3,000/- would be imposed on the Contractor on each occasion.
8. If food for any meal gets over within timings of mess and waiting time is more than 10 minutes for breakfast or lunch or dinner, then a fine of ₹ 2,000/- would be imposed on the Contractor. The timing for that meal will be extended equivalent to delay time.
9. **If the quality of milk is not found to be appropriate**, or it is diluted, a fine of ₹ 2,000/- would be imposed on each occasion. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
10. **Changes in menu of any meal** (including fruit/juice/milkshake) without permission of students' Hostel & Mess Committee / concerned Institute Authority would result in a fine of

₹ 5,000/- to the Contractor. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.

11. **Failure to maintain a proper health check up of the workers** will attract a fine of ₹ 4,000/- per instance. Occurrence of three such complaints in a month may lead to the cancellation of the Contract.
12. **Absence of proprietor or his representative empowered to take decisions from the students' Hostel & Mess Committee meetings on due invitation** (which will be held once every month) will attract a fine of ₹ 10,000/- on the Contractor on each of the instances of such absence.
13. As and when students' Hostel & Mess Committee / concerned Institute Authority proposes a fine, it will inform the representative of the Contractor or mess manager for the payment of such fine within a stipulated time.
14. **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 students' Hostel & Mess Committee / concerned Institute Authority.
15. Severity of hygiene failure shall be assessed and decided by the students' Hostel & Mess Committee / concerned Institute Authority 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 summarily Termination of the Contract.
16. The Contractor would not have any right to put any charges/blame on any of the students' Hostel & Mess Committee members as they are serving voluntarily on the committee.
17. **Only people who pay, gets the food. No other people including security / housekeeping , or any other faculty/staff gets free of cost food for any reason. (Exception- food quality supervision).**
18. **A minimum Penalty of ₹ 1,000/- shall be charged on mess contractor, on per person who are offered free of cost food.** It is the responsibility of the contractor to ensure that only people who pay gets food.

P.S.: Any penalties / fines imposed on the Contractor, if not paid within the stipulated time would be deducted from their payment of the same month. The contractor will be given a time of one week to address the complaints for which penalties are imposed, failing which will invite double the amount of penalty.

F.

PART- VI**ENGAGEMENT AND DEPLOYMENT OF MANPOWER FOR MESS SERVICES**

Contractor will be required to engage staff under Highly Skilled, Skilled, Semi-Skilled and Unskilled categories or categories as specified by NID Assam from time to time.

1. **Details of Workers** - The contractor shall submit a list of its workers, with complete details including local/permanent addresses, contact details, and their photographs etc. to the institute's administration and comply with necessary security checks. The above workmen shall be placed at all the times under exclusive supervision of the contractor.
2. **Payment of Minimum Wages** - The Contractor is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the GoI norms as applicable and should meet any other statutory and non-statutory benefits/obligations.
3. **The contractor shall compulsorily submit the proofs of payments towards PF, ESIC and Service Tax (if applicable) dues of previous month for claiming subsequent month's payment.**
4. **Maintenance of Attendance Record** - The contractor has to maintain a proper attendance record of all the workmen.
5. The mess workers shall be available for work for more than one shift staggered over 12 hours. However, the total hours of work taken in a day shall not exceed 08 hours
6. The contractor shall not be allowed to use the hostel or mess premises to offer any messing facility beyond the scope of the contract unless agreed to by Students' Hostel & Mess Committee / concerned Institute Authority.
7. **For sick students, the contractor shall arrange to serve "sick diet" at their rooms. The sick diet shall be defined and provided by Students' Hostel & Mess Committee / concerned Institute Authority to the contractor.**
8. The contractor shall nominate a qualified and experienced manager, acceptable to the institute to take orders/instructions from the students' Hostel & Mess Committee / concerned Institute Authority.
9. **Responsibility of providing Medically Fit Mess Staff** - The contractor shall ensure that all employees engaged by him are free from communicable/ infectious disease and are also medically fit to work at mess. Regular medical check-up of the employees and submission of Fitness Certificate to the Institute shall be the responsibility of the Contractor. The contractor should issue proper uniform /chef toque / gloves to the mess staff deployed at the Institute. The Institute Administration has right to remove any non-

fit mess staff.

10. **Follow the Security & Safety Regulations of the Institute** - The contractor shall be responsible for his employees in observing all security and safety regulations and instructions as may be issued by the Institute from time to time.
11. In case, the Institute suffers loss of any nature on account of the contractor or his employees for not following security/ safety regulation/instructions, the contractor shall be liable to make good the loss as determined by the Institute at its sole discretion and the institute shall have the right to recover such losses, etc.
12. The contractor shall **not appoint** any sub- contractor for the work assigned to him without the written permission of the institute. Also, no part of the contract, nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or whosoever.
13. Alcohol/tobacco/gutka and any form of narcotics is strictly prohibited inside the campus. Any mess staff found Smoking and drinking inside the campus will be dealt with severe Disciplinary action and shall be prosecuted as per law.
14. If and when required by the Institute, all personnel deployed by contractor at NID Assam will be required to display ID card while entering into the institute premises. They will also wear the ID Card at all times while on duty.
15. **Accident or Injury to Workmen** -The Institute shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workmen or other person in the employment of the contractor through claim from insurance company. The contractor shall indemnify and keep the Institute indemnified against all such damage and compensation whatsoever in respect or in relation thereto.
16. **Damage to Property** - The contractor shall be responsible for making good to the satisfaction of the students' Hostel & Mess Committee / concerned Institute Authority for any kind of loss or damage to any structures and properties within the mess premises.
17. The contractor shall be required to obtain requisite license from the office of the Regional Labour Commissioner under the. Contract Labour (Regulation and Abolition) Act, 1970.
18. The contractor shall be liable to comply with the Employees' State Insurance (ESI) Act, 1948 and Employees' Provident Fund (EPF) and Miscellaneous Act 1952.
19. None of the Workmen or Manager will be allowed to reside in mess however, if any Workmen or Manager residing in mess shall have to **pay ₹ 1,000/- per person monthly rent.**
20. The Service Provider or his representative will not allow any unauthorized person including company officials to stay in the Mess/Institute Campus. If at any time or during

surprise check it is found that any unauthorized person is staying in the Mess/Institute Campus, the Service Provider will be directly responsible and **a financial penalty of Rs.10,000/- per day** will be imposed on the Service Provider and the same will be recorded in the register.

- 21.** The Service provider must make sure that any workmen should not indulge in any kind of activity which is against the interest of Institute. If so, it will be considered as **breach of contract** and may lead towards the **cancellation of the contract**.

G.

PART- VII

Rates of meal and terms of payment

1. The bidder shall only quote the rate of food per plate per day (**including manpower cost**) in **Financial Bid Form- VI.**
2. Bidder will be required to quote the price of food per plate for Breakfast, Lunch, Snacks and Dinner separately to reach the final rate of per student per day.
3. **Criteria for Evaluation of Financial Bid** - Financial Bid, received without calculation chart (Form VI) shall be summarily rejected despite their price being the lowest. The objective of preparing calculation chart is to examine the correctness of price as per current market rate.
4. The prices/rates accepted by the contractor shall remain firm till the completion of contract, except the new taxes enacted by the government during the contract period and applicable to this the institute. The prices/rates shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind to be taken in executing the work.
5. The contractor shall be deemed to have known the nature, scope, magnitude and the extent of the work and material required though the contract may not have fully and precisely incorporated them. The opinion of the students' Hostel & Mess Committee as to the items of work which are necessary and reasonable for completion of the work shall be final and binding on the contractor although the same may not be shown on or described specifically in contract documents.
6. The aforementioned rates shall remain in force for one year from the date of commencement of the work and during this period the rate shall not be revised.
7. The rates so fixed will be inclusive of all taxes, duties, and levies etc. imposed by the State government and Local Bodies as on the date of award of the work, However, if any new tax, duty or levy is imposed or enhanced by the Government / Local Bodies subsequent to the award of work, the same shall be reimbursed on production of proof of payment.
8. The contractor will make its own mechanism for student's attendance in mess. However, monthly mess bill will be paid as per actual attendance of students in hostel. Hostel wardens will certify the mess attendance according to the hostel attendance. If a student is absent for more than 5 days and it is intimated to vendor then no payment will be made for the days of absence.

H.

PART- VIII**General Instructions to bidder****Selection of successful bidder and award of job-**

1. **Mobilization Time** - The contractor shall have to mobilize his resources so as to commence the work within 15 (fifteen) days from the date of award of contract.
2. **Making Good of Security Deposit** :In case, the institute makes any recoveries on any account from the Security Deposit of the contractor, the contractor shall make good the Security Deposit amount within a period of 10 (ten) days after the receipt of information in this regard, failing which the contractor shall have to pay an interest @ 10 % per annum for the period of delay in making good the Security Deposit.
3. The mess premises shall always be in the possession of the Institute and the contractor is only permitted to enter the premises to manage the mess. Whenever the contract is terminated or concluded the assigned work and institute decides to not allow contractor on written notice to run the mess, the institute shall be entitled to restrain the contractor from entering into NID Assam premises as well as the hostel premises.
4. Income Tax (TDS), if applicable shall be deducted from all payments made to the contractor as per rules and regulations in force and in accordance with the income tax act and service tax department prevailing from time to time.
5. **Termination of contract** - The Institute reserves the right to terminate the contract for any reason. A notice in writing from the institute to the contractor shall be issued giving 30 (Thirty) days' notice for such termination and vacation of the premises, without assigning any reasons thereof. Under exceptional circumstances the notice period may appropriately be reduced. **Also, if the contractor wants to terminate its services, it has to give a written notice of three months failing which the security deposit may be forfeited by the institute.**
6. If all or part of the contract is terminated in accordance with the provisions contained above, the institute shall pay to the contractor charge up to the effective date of termination.
7. Issues, not specifically clarified in the contract, shall be settled with mutual consent between the contractor and the students' Hostel & Mess Committee / concerned Institute Authority without vitiating the basic premises of the contract.
8. Wherever it is mentioned in the scope of work that the contractor shall perform certain work or provide certain facilities, it is understood that contractor shall do so at his own cost

and the value of the contract shall be deemed to have included in the cost of such performance and provision so mentioned.

9. Once the rates/prices quoted by the contractor, are accepted by the Institute it shall be for all purposes whatsoever and it will be deemed that they have independently obtained all necessary information for the purposes of the present contract and shall be deemed to have taken into account all contingencies as may arise due to such information or the lack of the same. The scope of work is only broadly defined and the final details shall be finalized by the Students' Hostel & Mess Committee / concerned Institute Authority during the course of the execution of work.
10. The contractor shall be deemed to have examined and understood the contract documents, to have obtained his own information in all matters whatsoever that might affect the carrying out of the work at the scheduled rates and to have satisfied himself with the sufficiency of his tender. Any error in the description or quantity or omission there from, shall not vitiate the contract or release the contractor from executing the work comprised in the contract according to specifications at the scheduled rates.
11. Any neglect or failure on the part of the contractor in obtaining necessary and reliable information upon the foregoing or any other matters affecting the contract shall not relieve him from any risks or liabilities or the entire responsibility from completion of the work at the scheduled rate and time in strict accordance with the contract document.
12. In case of any doubt and clarity required for any clause of contract/tender, contractor may send their request in writing to the institute to settle the issue, before signing the contract. The institute shall provide such clarification as may be necessary in writing to the contractor.
13. No verbal agreement or inference from conversation with any officer or employee of the Institute before, during or after the execution of the agreement, shall in any way affect or modify any of the terms/ obligations contained herein.
14. The institute shall have the power to enter upon the premises and take possession thereof and of the material and stock thereon and to rescind the contract, and to carry on with the work by his agents, workmen and the supervisors as the institute in its absolute discretion may think proper to employ without making payment to the contractor for the said material other than such as may be certified in writing by the students' Hostel & Mess Committee / concerned Institute Authority to be reasonable, then the amount of such excess as certified by the students' Hostel & Mess Committee / concerned Institute Authority shall be deducted from subsequent monthly bill or security deposit, which may be due for work done by the contractor and be made good under the contract and not paid for.

15. Force Majeure -

- a. In the event of either party being rendered unable by force majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term “force majeure” as employed herein shall mean, acts of God, war, revolt, riot, fire, flood and acts and regulations of the Government of India or any of its authorized agencies.
- b. Upon the occurrence of such cause and upon its termination of the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7 (Seven) days of the alleged beginning and ending thereof giving full particulars and satisfactory proof.
- c. The time for performance or relative obligations suspended by the force majeure shall be extended by the period for which the cause lasts or condoned by the Institute without any penalty.
- d. If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option of cancelling the contract in whole or in part thereof at its own discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances. For the period of force majeure, no amount shall be payable to the contractor.

16. Schedule of Rates and Payments -

The price to be paid by the Institute to the contractor for the whole of the work to be done and the performance of all the obligations undertaken by the contractor as per the terms of the contract shall be ascertained by the bidders at the schedule of rates and payment shall be made according to the work actually executed and approved by the Students' Hostel & Mess Committee / concerned Institute Authority.

17. Receipts for Payment -

The receipt for payment made on account of the work when executed by a firm must be signed by a person holding due power of attorney in this respect on behalf of the contractor, except when the contractor are described in their tenders as a limited company in which case the receipts must be signed in the name of the company by one of its principal officers or by any authorized person.

18. Completion of Contract-

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiry of the duration of the

contract.

19. Trial Period-

There will be a trial period of three months initially in the contract period for assessing the service of vendor.

20. Arbitration-

- a. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question of disagreement or matter whatsoever, shall, before/ after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a sole arbitrator to be appointed by the Director of the Institute at the time of the dispute. The award given by the arbitrator so appointed shall be binding on both parties.
- b. The venue of arbitration shall be Jorhat.
- c. Subject as aforesaid the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

21. Jurisdiction -

The contract shall be governed by and construed according to the laws in force in India. The contractor shall hereby submit to the jurisdiction of the courts situated at Jorhat for the purpose of actions and proceedings arising out of the contract and the **courts at Jorhat** shall have the sole jurisdiction to hear and decide such actions and proceedings.

PART-A

FORM- I

TENDER / CONDITIONS ACCEPTANCE LETTER

(To be given on Company Letter Head)

To,
The Director,
NID Assam

Subject: Acceptance of Terms & Conditions of Tender.

Tender Reference No : NIDJ/2025-26/ADMIN/MESS/NIT/0191 dated 16.06.2025

Tender Name: Providing Student's Mess Service at NID, Assam

Dear Sir,

1. I/ We have downloaded the tender document(s) for the above mentioned 'Tender / Work' from the NID Assam website www.nidj.ac.in as per your advertisement, given in the above mentioned website.
2. I / We hereby certify that I / we have read entire terms and conditions of the tender documents from Page No. to (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirely.
5. In case any provisions of this tender are found violated, your organization shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim / right against organization in satisfaction of this condition.

Place:

Yours faithfully,

Signature of the bidder with office seal

FORM- II

CERTIFICATE OF ETHICAL PRACTICES

(To be given on Company Letter Head)

(This document shall be duly signed by the tenderer and to be attached with Technical Bid)

1. I/We assure the NID Assam that neither I/We nor any of my /our workers will do any act/s, which are improper / illegal during the execution of the contract awarded to us.
2. Neither I/We nor anybody on my/our behalf will indulge in any corrupt activities / practices in my/our dealing with the organization / institution.
3. I/We will have no conflict of interest in any of our work / contract at the institution.
4. We will keep the messes and its surroundings hygienic, neat & clean.
5. I / We will sign the “Integrity Pact” with the Institute.

Yours faithfully,

Place

Date

(Signature of the Bidder, with Official Seal)

FORM- III**FORMAT FOR TECHNICAL BID****(Tender Reference No.: NIDJ/2025-26/ADMIN/MESS/NIT/0191 dated 16.06.2025)**

(Technical Bid should be kept in separate sealed cover without stating any price or schedule of rates)

From :-**To,
The Director
NID Assam****Details E.M.D. (₹ 3.86 Lakh)****Draft No.....Issuing Bank.....Date**

S.No.	Particulars	Details to be filled in by the Agency/ Firm
1.	Name of the Entity / Firm / Consortium / & Contact Person	
2.	Regd. Office / Business Address / Contact of the Entity	
3.	Date of incorporation of the Entity. Assam State whether it is Partnership / or Proprietorship or others (Specified)	
4.	PAN and TIN Nos. of the Entity	
5.	GST no.	
6.	Whether the Entity has minimum 7 years of experience in providing mess services to reputed organizations / institutions (Attach copies of work Orders and relevant certificates of works executed)	
8.	Whether the Entity is registered with ESIC? Please Assam State the Registration No. (Attach copy of Registration)	
9.	If the Entity is registered with EPF. Please mention the Registration No. (Attach copy of Registration)	
10.	Attach copy of Income tax returns for last 3 financial years and other supporting document. CA certified turnover certificate to be submitted.	2021-22: 2022-23: 2023-24:
11.	Whether the Entity is an Income Tax Assesses and have Filed its income tax returns for the last three assessment years (Attach copy of IT Returns)	
12.	Number of Manpower working with the Entity	

13.	Whether the Contractor agrees to properly handle the various gadgets and utensils, crockery etc. provided by the institute?	
14.	FSSAI License (number and date of issuance)	
15.	Bidder's presence or office of the service provider must be located in the state of Consignee. Documentary evidence to be submitted.	

DECLARATION:

- a. I/we agree that the decision of NID, Assam, in selection of Bidders will be final and binding to me/us.
- b. I/we agree that we have no objection if inquiries are made about our works and experience, its related areas and any other inquiry regarding all contracts listed by us in the bid.
- c. I/we undertake to inform any change in the constitution of the firm, as and when it takes place. The continuation of the contract subsequent on such alteration will be at sole discretion of NID, Assam.
- d. All the information and data furnished herewith are true and correct to the best of my/our knowledge & belief.

Yours faithfully,

Place

Date

(Signature of the Bidder, with Official Seal)

FORM- IV

FORMAT FOR SOLVENCY CERTIFICATE

(On Bank's Letter Head)

Ref. No:

Date:

To,
The Director,
NID, Assam

This is to certify that to the best of our knowledge and information, M/S.

(Bidders name with complete address), a customer of our Bank, is respectable, and is /are capable of executing orders to the extent of ₹.....

(₹..... Only) as disclosed by the information and records which are available with us.

M/S.

have been our customer since... till to date and has been granted the following limits, at present, against various facilities granted by the Bank:

This certificate is issued without any guarantee, risk or responsibility on behalf of the Bank or any of its officials. This certificate is issued at the specific request of the customer for the purpose of participating in NID Assam Tender No- NIDJ/2025-26/ADMIN/MESS/NIT/0191 dated 16.06.2025

Signature of Authorized Person Name

Designation of the Authorized Person

Place

Date

(Official Seal)

FORM- V

Contact details of establishment where Contractor has done the work in the past or present:

(Use separate sheet if required)

Sl. No. →	1	2	3
Name of the Organization			
Contract value per year			
Name of the Officer-in-Charge			
& Contact Persons Mobile / Phone No.			
Period of contract			
Total contract period (in months)			

Place

Date

(Signature of the Bidder, with Official Seal)

PART – B**FINANCIAL BID****(To be placed in separate envelope)**

NIDJ/2025-26/ADMIN/MESS/NIT/0191 dated 16.06.2025

FORM – VI**For Meals**

The rates should be quoted inclusive of GST and other charges if any. Quote showing any charges separately will not be considered.

Rates quoted will be valid for 120 days

Name of Firm / Agency:

Sl. No.	Description	Amount (₹)	
		In figure	In words
1.	Rate per day-per student for Breakfast *		
2.	Rate per day-per student for Lunch *		
3.	Rate per day-per student for Snacks *		
4.	Rate per day-per student for Dinner *		
5.	Total cost (Per day per student) *		
6.	GST		
7.	Final Quote in ₹ (incl. of GST)		

* These prices include all kind of material cost and profit margin (including manpower cost) of contractor.

Place

Date

(Signature of the Bidder, with Official Seal)

FORM- VII

CERTIFICATE DECLARATION REGARDING BLACKLISTING/ NON-BLACKLISTING

(To be submitted by all bidders on ₹ 100 affidavit)

I/We Proprietor / Partner (s) / Director (s) of M/s.....hereby declare that the firm namely M/s.....has not been blacklisted or debarred in the past by NID Assam or any other Government organization from taking part in Government tenders.

Or

I / We Proprietor / Partner (s) / Director (s) of M/s. hereby declare that the firm namely M/s..... was blacklisted or debarred by NID Assam, or any other Government Department from taking part in Government tenders for a period of years w.e.f.....The period is over on..... and now the firm is entitled to take part in Government tenders.

In case the above information found false I / We are fully aware that the tender / contract will be rejected/cancelled by and EMD/SD shall be forfeited. In addition to the above, the Institute will not be responsible to pay the bills for any completed / partially completed work/services.

Signature

Name.....

Capacity in which as signed.....

Name & address of the firm:

Dated:

Signature of Bidder with seal.

(In case of proprietorship firm, certificate will be given by the proprietor, and in case of partnership firm, certificate will be given by all the partners and in case of Ltd. company, by all the Directors of the Company or Company secretary on behalf of all directors.)

Annexure-I

Sample Mess Menu (Only representative menu)				
Days	Breakfast*	Lunch*	Snacks	Dinner
Mon	Pav Bhajji + Tea / Coffee (100 ml) +Fruits	Rice, Chapati, Rajmah dal, Seasonal vegetables-1, Papad, Green salad, Curd Extra- Any Paneer Item	Bread Pakoda-1 + Tea / Coffee (100 ml) + Green Chutney / Tomato Sauce	Rice, Chapati, Any dal, Seasonal vegetable-1, Papad, Green salad, Gulab jamun-1(50 gm)
Tues	Poori & Sabji, Jalebi -2 (big size) + Tea / Coffee (100 ml) +Fruits	Veg Biryani / Veg Manchurian, Raita, Papad-1, Green salad, Lassi (Buttermilk) / any fruit Extra- Any Sweet Dish	Samosa -1 + Tea / Coffee (100 ml) + Green Chutney / Tomato Sauce	Roti, Dal Makhani, Rice, Seasonal vegetable-1, Green salad. Extra- Any Paneer Item / Any Sweet Dish
Wed	Poha / Parantha + Tea / Coffee (100 ml) +Fruits	Rice, Chapati, Moong / Kala Chana, Seasonal Veg, Papad, Green salad, Raita, Extra: Fish Curry* / Chilly Mushroom	Veg Cutlet (75 gm) - 1 + Tea / Coffee (100 ml) + Green Chutney / Tomato Sauce	Jeera Rice, Butter Nan, Paneer Butter Masala Papad-1, Green salad, Ice cream (Amul- Butter scotch-100 ml) / Kheer in Winter Extra: Chicken Curry*
Thurs	Masala Dosa / Idly / Vada / Uttapam Sambhar+ Tea / Coffee (100 ml) +Fruits	Rice, Chapati, Matarpanner, Seasonal vegetables-1, Curd, Papad, Green salad, Fresh any fruits	Veg Sandwich-2 + Tea / Coffee (200 ml) + Tomato Sauce	Rice, Chapati, Sambhar, Seasonal vegetables-1, Papad, Salad Extra: Chilly Chicken* / Paneer & Any Sweet Dish
Fri	Chole, Bhature + Tea / Coffee (100 ml) +Fruits	Chapati, Rice, Kadhi-Pakaudi, Seasonal vegetable-1, Papad, Green salad, Raita Extra- Fry Chicken/ Any Paneer Item	Onion/Palak Pakoda (75 gm) + Tea / Coffee (200 ml) + Green Chutney / Tomato Sauce	Veg Fried Rice, Plain Paratha, Seasonal vegetables-1, Veg Manchurian Papad, Green salad Extra: Butter Chicken*/ Paneer
Sat	Aaloo Paratha (200 gm), Pickles and Curd (50 gm) + Tea / Coffee (100 ml) +Fruits	Khichdi / Pullao Papad-1, Pickles, Curd, Green salad Extra- Any Paneer Item	Aaloo Tikki-2 + Tea/Coffee (100 ml) + Green Chutney/ Tomato Sauce	Tandoori Roti, Chole/ , Mix vegetable, Papad, Green salad, Fruit Custard Extra: Kadhai Chicken* / Paneer
Sun	Veg Choumin / Maggi + Tea / Coffee (100 ml) +Fruits	Pulao, Roti, Dal- Tadka (Chana / Udad Mix), Palak / Matar Aloo, Papad, Green salad, Lassi	Khasta Kachaudi Chat + Tea / Coffee (100 ml) + Green Chutney / Tomato Sauce	Rice, Chapati, Veg Kofta, Aaloo Jeera, Daal Fry, Papad, Green salad Extra: Mutton Curry*

1. * This menu will be followed in the mess however; it can be changed as per the requirement of hostel by the Students' Hostel & Mess Committee upon discussion with the Mess Vendor

2. **ADD ON ITEMS :**

***Breakfast:** Boiled Egg (2pc) / Omlette (Single Egg + 2 bread slice or double egg omlette)/ 250 Milk Full cream

***Lunch/Dinner:** Egg Masala Curry, Fish Curry, Mutton Curry, Chicken Curry, Egg Curry

***Extra Item:** - The above items will be extra and on direct payment basis of the student

IMPORTANT NOTE:

- a) Bread with Butter & Jam shall be available on all day at the time of breakfast along with the regular menu.
- b) Salt, Pepper, Green chilies, & Paper napkins shall be available on all days at the time of Lunch & Dinner along with the above-mentioned items
- c) The quantity of breakfast, lunch and dinner shall be unlimited
- d) List of Add on items for Breakfast, Lunch, and Dinner to be provided above will be included in Menu, as decided by the Mess Committee. The committee shall choose any 3 items (maximum) per meal. They shall be individually priced and charged by the students on coupon basis.

MEAL FOR SICK STUDENTS:

Kichdi, Dalia, Curd, Milk, Fruits or as advised by Doctor. It shall be order in advance (except emergency cases).

FESTIVE SPECIAL MEALS

Festive meals shall be served on the following occasions as decided by the Students' Hostel & Mess Committee

- | | | |
|-----------------|---------------------|--------------|
| 1. New Year | 2. Janmasthanmi | 3. Diwali |
| 4. Republic Day | 5. Independence Day | 6. Eid |
| 7. Holi | 8. Navratri | 9. Christmas |

MONTH SPECIAL

Special meals shall be served once in a month on the day as decided by Students' Hostel & Mess Committee.

Annexure II
Major & Minor repair works (Electrical & Civil)

Clauses and descriptions of Major and Minor Repairs of Mess:

Minor Repairs: Minor repairs are considered part of operational upkeep by the vendor.

1. Replacement of damaged plug tops or sockets (used for kitchen appliances).
2. Changing fused or damaged tube lights, bulbs, or holders within the canteen/mess area.
3. Fixing or replacing faulty switches for kitchen and service counters.
4. Replacing damaged extension boards or cords used for vendor's equipment.
5. Minor rewiring inside kitchen counters or service panels exclusively used by the vendor.
6. Repair of vendor-owned exhaust fan or kitchen chimney wiring.
7. Replacing MCBs or fuses in sub-distribution boxes exclusively for mess/canteen.
8. Tightening or securing loose wiring within the mess/canteen area used for vendor operations.
9. Repair/replacement of power cords or connectors of kitchen equipment (tea machines, grinders, etc.).
10. Routine maintenance/servicing of electrical items owned by the vendor.
11. Repair of Equipment's without spares
12. Replacement heating element of Baine marries.
13. Refilling of fire extinguishers.
14. Repair of Ceiling Fan in Mess
15. Water cooler and purifier should be cleaned and maintained properly by the caterer. In case of any defect, loss or damage, the agency will have to replace the lost/defective items or repair the same, subject to approval of the Hostel Administration.
16. Contractor shall depute persons to act as supervisors to check the overall maintenance of the premises and proper uses of the materials.
17. The caterer will ensure upkeep of all the equipment, infrastructure (as the case may be) provided to him by the Institute. All such maintenance of Institute property / equipment will be carried out by the caterer on his own cost. On completion of the contract, the caterer to handover the equipment in serviceable condition
18. Major civil and electrical works will be attended by NID Assam. Maintenance jobs such as minor repair of all mess equipment and running expenses are the responsibility of the caterer.
19. In addition to providing cooked food and serving, as detailed out in this document, the contractor is also responsible for upkeep (except painting/colour wash) of Mess Building and surrounding area, furniture provided by the Institute including repair/replacement due to damage made by the Contractor's personnel.

Major Electrical Repairs:

1. Replacement or repair of main electrical supply cables feeding the canteen/mess area.
2. Repair or replacement of distribution boards or subpanels installed by the institute.
3. Upgradation or expansion of electrical load capacity for the canteen/mess premises.
4. Rectification of faults in the main earthing system serving the canteen/mess.
5. Repair or replacement of ceiling/concealed wiring laid by the institute as part of building infrastructure.
6. Fixing of electrical faults in the central/institutional power lines or LT panels.
7. Installation of new power points or MCBs to meet increased capacity (unless requested by vendor and agreed upon in writing).
8. Repair or replacement of outdoor lighting or streetlights near the mess area.
9. Backup generator or UPS system issues (if not specifically provided and managed by vendor).
10. Fire-related electrical damage due to system failure (unless due to vendor's negligence).

Conditions:

Any **major repair or structural work** (e.g., main supply issues, panel changes, earthing) should be borne by the institution.

Repairs should not tamper with building infrastructure or shared power circuits.

“In the event the vendor fails to carry out the required minor electrical repairs or upkeep within a reasonable period upon notification, the Institute reserves the right to execute the necessary work through its own resources, and the corresponding expenses incurred shall be deducted from the vendor’s pending or future bills without further notice.”

PART- V**Description of the Hostel**

1.	The residence area of students is situated inside the Institute with exclusive and fully secured premises of its own. The hostel is fully accessible by transport. The Hostel comprises rooms for boarders with a separately located dining facility
2.	The hostel houses Undergraduates, who stay on the premises and avail dining facilities throughout the academic year.
3.	Generally, the strength of the boarders from July 2025 will be around 276 students during the academic year; however, during the vacations, the strength of the students may reduce substantially.
4.	Apart from the students, others (including the employees of the Institute, visitors, etc.) are also allowed to avail the dining facilities in Mess as outside members on payment basis
5.	The Hostel is provided with a self-contained mess, comprising kitchen and dining facility to prepare and serve meals to the boarders and other authorized persons daily apart from the evening tea and snacks.
6.	The Hostel is under the supervision of NID Assam Administration or such representative who exercises overall control on all activities related to the hostel including dining services

END OF THE DOCUMENT
