

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी  
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI



**TENDER DOCUMENT FOR DUAL-CANTEEN IN HOSTELS June-2024**





भारतीय प्रौद्योगिकी संस्थान गुवाहाटी  
**INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI**  
Guwahati – 781 039

Ref: IITG/SA/HAB/HST/309/

Date: 12.06.2024

**TENDER NOTICE**

**Last date for submission of tender: 5.00 PM on 03<sup>rd</sup> July, 2024**

Notice inviting tender from experienced firms in the respective areas for canteens in the hostels of IIT Guwahati at its permanent campus in Guwahati, Assam. The details of the hostels are given along with the tender format. Tenders can be either obtained in person/by post from the HoS, Students' Affairs Section, IIT Guwahati, Guwahati 781039 by submitting/sending a **Demand Draft for Rs. 1000.00 (Rupees One Thousand only) drawn in favor of "Hostel Affairs Board, IIT Guwahati" payable at Guwahati, or downloaded from [https://iitg.ac.in/iitg\\_tenders\\_all](https://iitg.ac.in/iitg_tenders_all) on or before 03<sup>rd</sup> July, 2024** Those who download the tenders should handover/send the **DD for Rs. 1000.00 (Rupees One Thousand only)** to the above said HoS while submitting/sending the completed tenders.

The duly signed and sealed Tender documents shall be either sent to **The HoS, Students' Affairs (SA) Section, IIT Guwahati, Guwahati-781039** by speed-post/courier, or submitted at Students' Affairs Section, IIT Guwahati, **so as to reach on or before 03<sup>rd</sup> July, 2024, 5.00 PM**. IIT Guwahati will not be responsible for any delay or loss of tenders sent by post/courier. The list of bidders who have submitted the bid along with tender fee will be displayed on **9<sup>th</sup> July, 2024, before 5:00 PM**. The final selection of the contractors will be based on a weighted criteria system. The date of interview is **11<sup>th</sup> & 12<sup>th</sup> July, 2024**.

**The decision of IIT Guwahati will be final in awarding the contracts.**

HoS Students'  
Affairs Section, IITG

## TERMS AND CONDITIONS FOR CANTEENS

1. **Tender Fee:** Tender form downloaded from the website must accompany a demand draft of **Rs. 1000.00 (Rupees One Thousand only)** in favor of “**Hostel Affairs Board, IIT Guwahati**” payable at “**Guwahati**”. This tender fee is nonrefundable.
2. **Acceptance and Rejection:** IIT Guwahati reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the tender without assigning any reason. Firms/individuals that served in IITG Hostels/Canteens earlier but whose services were terminated before completing the contract period are not eligible to participate in this tendering process. Incomplete tender, tender without copies of relevant documents, received after the due date, or not in prescribed format will be rejected summarily.
3. **Earnest Money Deposit (EMD)/Security Deposit:** The applicant should submit a Bid Security Declaration as per enclosed **Form-1**.
4. **Hostel Details:** The details of the IIT Guwahati hostels and their room strength are given in **Annexure-2**. Prospective contractor may visit the hostels given in the **Annexure-2**. IIT Guwahati reserves the right to assign any of the hostels to the contractor. A contractor may be selected for canteen services in more than one hostel. In such cases, the contractor should have different setups for different hostels, as per the terms and conditions.
5. **Final selection:**  
Final selection of the bidders and allocation of a hostel to the bidder for providing its services shall be based on the following weighted criteria system. Total marks will be computed as the sum of marks obtained under 1 & 2 below. The bidders with the highest marks will be selected for providing services at IIT Guwahati.

### **Maximum Marks: 100**

1. Relevant experience (50 points max.)  
Points will be awarded based on experience certificates submitted by the bidder on relevant field. (Relative marking)
2. Interview (50 points max.)  
The bidder will have to appear in an interview personally on the specified date. Failure to do so would disqualify their tender from further processing.  
The decision of the Institute will be final and binding for all the contractors.  
A successful bidder is one who has passed this final selection process and has a hostel assigned to it for providing its services.

A special preference will be given to women entrepreneur for girls hostel related services.

6. **Contract Agreement:** The successful applicants shall sign an agreement with IIT Guwahati within one month of work order, which will be executed as per the provisions of the stamp act and shall be duly registered. The contract will be assigned initially for a period of 2 (two) year, effective from **July, 2024**. Upon satisfactory performance, the contract may be extended for 1 (one) more year. In exceptional cases, where the services provided by the firm are extremely satisfactory during first two years, the authority may extend the contract by another one year. IIT Guwahati reserves the right to modify/add any clause to the agreement, during the period of the contract.
7. **Security Deposit (SD):** A successful applicant will be required to deposit an amount of **Rs. 30,000/- (Rupees Thirty Thousand only)** as a Security Deposit in the form of **Demand Draft/Pay Orders/Bankers' Cheque in favor of “Hostel Affairs Board, IIT Guwahati” payable at “Guwahati”**. The Security Deposit will be refunded after expiry of the Contract Agreement subject to satisfactory services being provided and all terms and conditions adhered to, and after making deductions of dues towards any damages. The Security Deposit kept with IIT Guwahati shall not bear any interest.

8. **Termination of Contract:** The contract may be terminated by the contractor by issuing 2 (two) months clear notice. However, IIT Guwahati reserves the right to terminate the contract without assigning any reason if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene are deteriorated to such an extent that it is detrimental to the interests of the hostel boarders and their health. The decision of IIT Guwahati is final in all aspects.
9. **Setup Model:** The contractor will be provided with two separate spaces within the hostel, one of which will be allotted to run the Vegetarian Canteen and the other for the running of the Non-Vegetarian Canteen. Both canteens (as advised by HAB) will run as a 24-hour canteen.
10. **Items and Payment Terms:** Cooking of Non-Vegetarian items is strictly prohibited in the Vegetarian Canteen. The item served in one of the canteens shall not be served in the other. The caterer should maintain separate set-ups and menus for both the canteens. They are only allowed to sell cooked food items/packed food items, which come broadly under snacks/fast food category and are not allowed to sell juices (either packed or fresh fruit juices). Rates for the compulsory items are given in Annexure-3. Any more items (optional items) that the contractor wishes to provide, upon the request of Hostel Management or otherwise, should require a prior written permission from the competent authority. The rates for optional items will be decided from time to time by the individual Hostel Management Committees in consultation with the contractor.
11. **Mandatory Working Hours:** In the Dual-Canteen setup, both the canteens, will function as a **24-hour canteen**. A break time from 12:30 to 1:30 PM will be provided for the workers for lunch and cleaning. Canteens should be opened on all National and Public Holidays.
12. **Infrastructure:** IIT Guwahati will not provide any furniture or equipment to run the canteen facility. However, it shall provide the space/room in the Hostels at IITG Campus, where the canteen may be set up. No electrical / civil modification of the space provided is permitted. Any damage of electrical or civil structure caused by the contractor would be repaired at his/ her own cost. Such matter may in addition invite penalties, if deemed appropriate to the authorities.
13. **Maintenance:** It is the duty of the contractor to ensure that the area in use and the surroundings are kept clean and hygienic. Electrical utensils should be used in sockets of appropriate wattage. The contractor must ensure the cleanliness of the canteen premises. The surfaces of the canteen used during food making and handling will be cleaned twice in a day. The workers are encouraged to wear gloves while handling food items.
14. **Waste Disposal:** Waste disposal is the responsibility of the contractor. Under no circumstances shall plastic and food waste be disposed into the drainage. The contractor must place **a minimum of two bins with trash bags for waste in the premises**. Non-compliance of proper waste disposal will invite penalty.
15. **Separate Set-up:** It should be noted that if a contractor is selected for providing services for more than one canteen, the contractor must have SEPARATE AND INDEPENDENT set-ups one for each of the canteens.
16. **Electricity:** Monthly electricity bill will be charged as per IIT Guwahati norms.
17. **Manpower:** It is the responsibility of the contractor to arrange enough manpower for smooth operation (without any delay in serving) of the canteen during working hours. IIT Guwahati will not take any responsibility of these workers in any form. However, appropriate identity cards should be issued to the employees.
18. **Incompetence and Lapses:** Cases of incompetence and improper services include frequent failure in compliance with the officially approved timings, non-availability of items, unhygienic conditions. Any breach of contract or lapses in service may invite penalties including monetary penalties and/or termination of the contract.
19. **Subletting:** The contractor shall not assign, sublet or part with the possession of the premises and properties of IIT Guwahati therein or any part thereof under any circumstances. Any deviation from this clause will invite immediate termination of the contract.
20. **Banned Items:** Under no circumstances the vendor should sell any of the items banned in the educational

institutions. Tobacco products, alcoholic products and narcotics are banned items.

21. **Permissible Brands:** The contractor may only use items of brands mentioned as permissible within the limits of this tender as per **table-1**. For any deviation prior consent of the hostel HMC must be taken.
22. **General Terms & Conditions**
  - The bidder shall abide by the terms and conditions as specified in this notice/tender.
  - Not more than one tender shall be submitted by one bidder having business relationship. Under no circumstances will father/mother and his/her son (s)/ daughter(s) or other close relations who have business relationship with one another (that is when one or more partner/director are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenderers of both parties liable to rejection.
  - The concerned firm should keep First Aid facilities and provide uniform for their staff.
23. **Feedback System:** A QR Code based feedback system will be installed by the Hostel Affairs Board in all the Canteens. Students can scan the code to give their feedback and register complaints. The feedback will be reviewed by the HMC monthly. Consistent poor feedback or complaints of high severity can attract monetary penalties or Termination of Contract.
24. **Compliance of Statutory provisions:**

The contractor will have to abide by all the provision of various Labour Laws under Gol / GoA as applicable from time to time e.g., Minimum Wages Act, Provident Fund etc.
25. **Disputes and Jurisdiction:** Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in the court of competent jurisdiction located within the local limits of Guwahati in Kamrup District, Assam.
26. **Canvassing:** Any attempt to canvass for the selection of a caterer, directly or indirectly, will lead to disqualification of such a caterer from the selection process.
27. **Arbitration:** All disputes or differences whatsoever arising between the parties out of or relating to the services will be settled by arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. Such arbitration shall be governed by the Arbitration and Conciliation Act.
28. **Important Dates:** Last date for submission of tenders: **5:00 PM on 03<sup>rd</sup> July, 2024**. Display of list of qualified firms for interview on Students' Affairs notice board and Institute website on **09<sup>th</sup> July, 2024 before 5.00 PM**. The date of interview is **11<sup>th</sup> & 12<sup>th</sup> July, 2024**

**It is hereby acknowledged that we have gone through all the terms and conditions mentioned above and I/we agree to abide by them and submit duly filled in Tender Form in Annexure-1.**

Date:  
Place:

Signature of contractor  
along with official seal and address



**TENDER FORM FOR CANTEEN SERVICE IN HOSTELS**

1a	<b>Name of the contractor/ Firm</b>		Paste a passport size photograph(s) of representative(s) of the firm/individual contractor
	<b>Complete Address</b>		
	<b>Phone No.</b>		
	<b>E-mail ID</b>		
1b	<b>Name of Contact Person/ Representative of firm and Designation</b>		
	<b>Mobile No.</b>		
2a	<b>Vendor License No</b>		
	<b>Vendor Registration No</b>		
	<b>PAN No</b>		
	<b>GST No</b>		
	<b>GST Linked Bank Account Details</b>		
	<b>FSSAI No.</b>		
	(Enclose copies of above)		
2b	<b>Proof for payment of income tax and service tax (last three years)</b> (Enclose copy of income tax and service tax payments)		
3	<b>No. of Canteens run by the firm</b> (Enclose list of work handled up to 2023 and ongoing work separately with all the relevant documents)		
4	<b>Contractor Solvency (Capital Employed) in Rs. (in lakhs)</b> (Enclose solvency certificate)		

5	<b>Turnover per annum in Rs. (in Lakhs)</b> (Enclose authenticated copy of audited Statement of Accounts for the last three years)				
6	<b>No. of Employees</b>	<b>Regular</b>		<b>Temporary</b>	
7	<b>Presently doing business with IITG (Yes/No)</b> (furnish details if 'YES')  <b>Please provide proof of payment of all the electricity bills paid associated with the recent contract at IITG and/or a letter from IPM section at IITG confirming that there are no outstanding dues for electricity bill payments against the firm/contractor</b>				
8	<b>Litigations, if any, connected with the Work</b>	<b>Yes/ No (if yes, details to be furnished separately)</b>			
9	<b>Any other information, contractor wishes to provide in support of their credentials</b> (Details, if any, to be furnished separately)				

**Note: Please use separate sheets if the space is not sufficient and indicate the column number. Authenticated certificates are to be produced in support of respective items.**

I, ....., hereby declare and confirm that all the entries in this tender are correct. I undertake that, in case any information furnished by me is found to be false or incomplete or any material information concealed by me, the tender may be cancelled at any stages.

Date:  
Place:

Signature of Contractor  
along with official seal and address



DETAILS OF HOSTEL STRENGTH

Sl. No.	Name of the Hostel	Strength* (Approximate)
1	Lohit	1000
2	Brahmaputra	1000
3	Disang	1000

\*students' strength may vary subject to the new admission

Date:  
Place:

Signature of contractor  
along with official seal and address

**COMPULSORY MENU**

The menu items that should necessarily be served all through the working hours are given in the following table. The contractor should use branded/good quality ingredients/raw material as mentioned in Table 1 and any changes should be made in consultation with the hostel management. Items on one menu should not be available on the other menu. Plastic cups, plastic glasses and plastic plates are **strictly banned** in the campus, only wooden spoons should be used.

**Menu for Vegetarian Canteen**

SI No.	ITEMS	PRICE (in Rs.)
1	Aloo Paratha (with chutney/sauce)	20/-
2	Plain Paratha	10/-
3	Onion Paratha	20/-
4	Dal Paratha	20/-
5	Stuff (Cheese) Paratha	35/-
6	Maggie Plain	17/-
7	Vegetable Maggie	20/-
8	Maggie Fried	20/-
9	Bread (2 pieces)	05/-
10	Tea (150 ml)	10/-
11	Coffee (150 ml)	12/-
12	Veg. Roll (with chutney/sauce)	25/-
13	Aloo Sandwich (with chutney/sauce)	20/-
14	Veg Chowmein	25/-
15	Samosa (In evening Only)	10/-
16	Veg Fried Rice	25/-
17	Onion Pakoda (In evening Only)	15/-
18	Plain Dosa	25/-
19	Masala Dosa	35/-
20	Onion Dosa	35/-
21	Rava Dosa	30/-
22	Idly/Tawa Idly	20/35/-
23	Wada/Sambar Wada	25/35/-
24	Samosa Chaat	30/-
25	Papdi Chaat	30/-
26	Dahi Puri	25/-
27	Dabeli	25/-
28	Pani Puri (6 Pieces)	15/-
29	Pav Bhaji	45/-
30	Vada Pav	20/-
31	Dahi Papdi	25/--

**Menu for Non-Vegetarian Canteen**

SI.No	ITEMS	PRICE
1	Egg Maggie	25/-
2	Egg Chowmein	35/-
3	Chicken Chowmein	45/-
4	Egg Fried Rice	35/-
5	Chicken Fried Rice	45/-
6	Chilly Chicken	50/-
7	Chicken Pakoda	50/-
8	Chicken momos	40/-
9	Egg Roll	30/-
10	Chicken Roll	45/-
11	Egg Biryani	140/-
12	Chicken Biryani	160/-
13	Omlette	12/-
14	Bread-Omlette (Single/Double)	15/25/-
15	Egg Dosa	35/-
16	Chicken Dosa	45/-

Date:  
Place:

Signature of contractor  
along with official seal and address

Note1: Any other item not listed in the above table can be decided by Hostel Management Committee (HMC) in consultation with contractor.

Note2: Contractor must provide option of electronic payment. Note3:

Rates can be amended only in consultation with HAB.

**Declaration:**

I accept the terms and condition and agree to sell the items at above-mentioned price.

Date:

Place:

Signature of contractor

along with official seal and address

**Table-1**

<b>Permissible brand</b>		
<b>Sl. No</b>	<b>Product/Items</b>	<b>Brands</b>
1	Tea	Red Label/Tata Tea
2	Coffee	Nescafe/Bru/Bru Gold
3	Oil	Saffola Gold/Oleev/Sundrop
4	Cheese	Amul/Mother Dairy
5	Wheat flour	Aashirvaad/ Laxmi Bhog/ Patanjali
6	Noodles	Nestle/Chings
7	Bread	Britannia/ Harvest Gold/ Bonn
8	Butter	Amul/ Mother Dairy/ Nutralite
9	Milk	Purabi/ Amul/ Mother Dairy
10	Paneer	Amul/ Sudha/ Nandini
11	Salt	Tata/ Aashirvaad/ Nirma Shudh
12	Spices	Catch/ MDH/ Everest/ Dzire
13	Ketchup	Maggi/ Kissan/ Everest
14	Curd	Amul, Mother Dairy

Date:  
Place:

Signature of contractor  
along with official seal and address

**Form-1**

**Your Ref. No:**

**INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI  
Bid Security Declaration Form**

To  
The HoS & (HoS) Students'  
Affairs Section IIT Guwahati

I/We/M/s .....(name) submitted the bid against the respective  
NIQ No..... declare that, if, I/ We /  
M/s.....gets  
selected to provide Mess Service/ Canteen/ Dual Canteen/ Stationery/ Juice Center [strike off which is not applicable]  
in Hostel, I will submit the security deposit as mentioned in the Tender Document within One month of receiving the offer  
letter. we understand and agree that, if the security money is not deposited within stipulated time, our firm will be debarred for  
the period of five years for further bidding of any tender of your Institute. Further, we agree that, your Institute is at  
liberty to intimate this debarment to all departments/organization of government and governmental organizations.

Yours faithfully,

(Signature of the Bidder)

Name and designation of the officer  
Seal, name & address of the Organization