

National Institute of Technology Meghalaya
Bijni Complex, Laitumkhrah, Shillong 793003
Meghalaya, India

Phone: 0364-2501215

Fax: 0364-2501113

Web: www.nitmeghalaya.in/nitmeghalaya/

Ref: NITMGH/ES/NIQ-Mess Service/Vol.III/2019-20/419

Dated: 17.05.2019

**NOTICE INVITING TENDER FOR ANNUAL RATE CONTRACT FOR PROVIDING MESS
SERVICE AT NIT MEGHALAYA**

NIT Meghalaya invites sealed tenders in a two bid system from individuals/firms having interest and relevant experience of providing mess facilities in educational institutions for Annual Rate Contract for Providing Mess Service to students residing in different hostels of the Institute as given in Annexure-2 for a period of one year. The first part is the **Technical Bid** which consists of technical requirements and general terms & conditions and the second part is the **Financial Bid**.

Prescribed Tender document, detailed fees and specifications, bid instructions and Terms & Conditions can be downloaded from the Institute website and should reach the Registrar NIT Meghalaya, on or before **1:00 P.M. on 14.06.2019**.

INSTRUCTIONS TO BIDDERS:

01. For submitting Technical and Financial bid, **two separate sealed covers** should be used with superscription clearly on the top of the Envelope. If two separate sealed covers are not used, the tender shall be cancelled as not conforming to the technical requirement. Both the sealed covers should be placed in the main sealed Envelope distinctly superscribed with the address of the Agency submitting the quotation and the Officer to whom the quotation is addressed to. Further, on the sealed cover, the following are to be written:

QUOTATION FOR ANNUAL RATE CONTRACT FOR PROVIDING MESS SERVICE AT
NIT MEGHALAYA

Ref: NITMGH/ES/NIQ-Mess Service/Vol.III/2019-20/419

Dated: 17.05.2019.

02. **LAST DATE OF SUBMISSION: 1:00 P.M. on 14.06.2019**. Technical bids will be opened on the same day at 3:00 p.m. After evaluation of technical bids, financial bids of the successful bidders will be opened on a later date which will be duly notified.
03. Institute may call the qualified bidders for a pre-bid meeting before the financial bids.
04. **Earnest Money:** Refundable earnest money deposit (EMD) of INR 20,000/- (Rupees Twenty Thousand) only through Demand Draft/Banker's Cheque **only** in favour of National Institute of Technology Meghalaya, payable at Shillong, must accompany the Quotation. EMD of unsuccessful bidders shall be returned after finalization of the contract without any interest. EMD of the successful bidder(s) will be released after submission of Security Deposit. Quotations not accompanied by EMD as prescribed above will be summarily rejected.
05. **Security Deposit:** Bidders can quote for any one or for all of the following works and the Security Deposit amount for each, which is to be submitted only by selected bidder(s), is given below:

Signature of Bidder with Seal

Sl. No.	Name of work	Security Deposit
1	Providing mess service and maintaining the kitchen and dining area at New Hostel 1	INR 1,00,000/- Rupees One Lakh only
2	Providing mess service and maintaining the kitchen and dining area at New Hostel 2.	INR 1,00,000/- Rupees One Lakh only
3	Providing mess facility and maintaining the kitchen and dining area at Lapalang II Boys Hostel, Lapalang.	INR 1,00,000/- Rupees One Lakh only

Security Deposit shall be made in the form of Demand Draft/ Banker's Cheque/ Deposit at Call/ Fixed Deposit/ Bank Guarantee pledged to NIT Meghalaya, Laitumkhrach, Shillong and shall be valid till 1(one) month after the contract period. Successful bidder(s) can adjust the EMD deposited at the time of submission of the tender with Security Deposit, by depositing the balance amount.

06. **Validity of Quotation:** Quoted rates must be valid for at least one year from the date of commencement of the contract.
07. Bidders are instructed to quote their rates **only** in the Format for Financial Bid at Annexure-4.
08. Tentative menu along with brands of ingredients that shall be served, are mentioned at Annexure-3.
09. Bidders shall indicate their rates in clear/visible figures as well as in words and shall not alter/overwrite/make cutting in the quotation. In case of a mismatch, the rates written in words will prevail. Usage of "White ink" to erase and then rewrite the rates will not be accepted. Bidders are advised to strike out wrong entries and rewrite clearly beside them. In such cases, the bidder shall have to sign and place their official seal for every corrected entry.
10. **Documents to be attached:** All documents listed in Annexure-1 along with signed and stamped tender document.
11. All documents submitted should be self-attested with seal of the bidder.
12. Bidders must unconditionally accept all terms and conditions stipulated in the tender document and all pages of the bid including all enclosures should be numbered and must be duly filled in, signed and stamped by the bidder or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.
13. **Site inspection:** Bidders are advised to visit the hostels to inspect the facilities at site. Bidders may contact the Assistant Registrar (Establishment) during office hours on all working days upto 12.06.2019 to obtain directions and access to the different buildings.
14. During the contract period, the Institute may organize functions, conferences, trainings, workshops, etc. The selected bidder is expected to be able to arrange for special buffets, high tea, etc. at such functions, for which separate orders will be given.
15. **Conditional tenders not acceptable:** All the terms and conditions mentioned herein must be strictly adhered to by all the bidding Agencies. Conditional tenders shall not be accepted on any ground and shall be rejected straightway. Conditions mentioned in the tender bids submitted by vendors will not be binding on NIT Meghalaya.

Signature of Bidder with Seal

16. **TDS:** Taxes as applicable on date will be deducted from the Bills, unless valid documents are submitted along with the tender.
17. **Trading License :** Non tribal bidders / Agency, etc., are required to enclose a copy of the Trading License issued by the Khasi Hills Autonomous District Council, Shillong along with the Technical Bid. Those who do not possess valid Trading License at the time of tender submission, if awarded the contract, are to produce a copy of the license within one month from the date of written order issued by NIT Meghalaya.
18. **Food License:** Bidders / Agency, etc., are required to enclose a copy of the food license issued by the State Food Safety and Standards Authority along with the Technical Bid. Those who do not possess valid food license at the time of tender submission, if awarded the contract, are to produce a copy of the license within one month from the date of written order issued by NIT Meghalaya.
19. **Late and delayed tender:** Late and delayed tender will not be considered. In case any unscheduled holiday occurs on the prescribed closing/opening date the next working day shall be the prescribed date of closing/opening.
20. **Enquiry during the course of evaluation not allowed:** No enquiry from the bidder(s) shall be entertained during the course of evaluation of the tender till final decision is conveyed to the successful bidder(s). However, the Institute Authority may make enquiries/seek clarification from the bidders. In such a case, the bidder must extend full co-operation.
21. **Bid not transferable:** The bid documents are not transferable and the seal and signature of the individual/ authorized official of the firm must appear on all the pages and envelopes submitted.
22. At any time prior to the date of submission of bid, NIT Meghalaya may, for any reason, either of its own or in response to a clarification from a prospective bidder, modify the bidding documents by an amendment / corrigendum. Any such amendment / corrigendum will be duly notified through the Institute's website. Prospective bidders are advised to check the Institute's website every now and then for any amendment / corrigendum. In order to provide reasonable time to take the amendment into account in preparing the bid, NIT Meghalaya may extend the date and time for submission of bids.
23. The acceptance of the quotation will rest solely with the Director, NIT Meghalaya, who, in the interest of the Institute, is not bound to accept the lowest quotation and reserves the right to reject or partially accept any or all the quotations received without assigning any reasons.

TERMS & CONDITIONS:

01. The Contractor(s) will be finalized based on his / her experience, contracts executed earlier, capacity to prepare food of all regions, managerial abilities and other relevant factors as considered appropriate by the tender committee. The Contractor is required to note that health, hygienic safety and satisfaction of the hostellers are the prime concern of the Institute authorities.
02. **Scope of contract:** The contract is for providing mess facility and for maintaining the kitchen and dining areas in hostels of the Institute with the tentative number of students in each hostel given at Annexure-2.
03. **The period of contract** shall be for a period of one year from the date of written order issued by NIT Meghalaya with a review after the six months of contract. If the performance is found satisfactory, the contract shall be extended for another six months. It may also be further extended under the same terms and conditions or with such amendments as may be mutually agreed to, and also subject to the necessary approval of the Competent Authority. The entire period of contract shall, however, not exceed three years, unless otherwise required.
04. The Contractor shall serve breakfast and dinner at the hostels on all working days. On weekends

Signature of Bidder with Seal

and holidays, the Contractor will have to serve lunch also.

05. The Contractor shall have to make arrangement for crockery, utensils, burners, LPG and other essentials to set up the kitchen.
06. The Institute will provide all dining hall furniture, Aquaguards/filters for drinking water, shelves, pantry and store, a refrigerator of adequate capacity, a deep freezer and, if required, limited accommodation for kitchen/mess staff as per availability of space. All Institute provided furniture and equipment will be formally handed over to the selected bidder. The Contractor shall maintain proper inventory of such items and report to the Institute Authority for any defect(s) with these items immediately. The Contractor will be liable to pay the Institute for loss or damage of any item due to negligence or mishandling by his/her staff. The Institute reserves the right to fix the amount payable by the Contractor for such loss or damage.
07. **The Institute will provide water supply** to the kitchen and mess for cooking, washing, maintaining cleanliness and hygiene of the areas and domestic use of the mess workers in all three hostels.

In case the Institute fails to provide water for any reason, the Contractor will have to arrange for the same, whenever the need arises as per the rate charged by the Authorised Water Supplier of the Hostel. The Institute will reimburse the cost of water supply subject to a ceiling quantity per day, which will be worked out before award of the final contract to the selected bidder. In such case, the Contractor shall submit a separate monthly bill to the Warden(s) for reimbursement of the cost of water supply.

08. Electricity shall be provided free of cost in all hostels and locations.
09. The Contractor and his/her staff shall use water and electricity optimally. The Contractor shall ensure that no water is wasted during washing and cleaning. Taps should not be left running. The mess workers should ensure that all lights and electrical appliances are turned off before closing the kitchen and mess hall.
10. **Terms of payment:** The Contractor shall submit monthly mess and water supply reimbursement bills to respective Wardens before the 5th day of every month. 100% payment will be made within 7(seven) days from date of submission of the verified bill by the Wardens. Bills shall be also displayed for students to check. Corrections, if any, will be adjusted with subsequent bills.
11. During lunch and dinner, unlimited serving of chapatti, rice, dal and one common sabji shall be given to each student. However, limited/fixed serving amount shall be given in case of special dishes, after finalizing the daily menu with the Hostel Management Board, Chief Warden, Wardens and Hostel Committees.
12. Breakfast will be of limited/fixed quantity, which will be worked out by Contractor along with the Hostel Management Board, Chief Warden, Wardens and Hostel Committees, after finalizing the daily menu.
13. The Contractor shall collect the guest charges directly from the students / guests who are not registered for meals in the respective hostel. The Institute will not be responsible for any losses to the Contractor incurred from non-payment of these charges.
14. The mess timings will be fixed by the Hostel Management Board, Chief Warden and Wardens in consultation with the Hostel Committees and the Contractor.
15. The maintenance of safety, health and hygienic conditions in and around the dining and kitchen and all utensils will be the responsibility of the Contractor. No maintenance cost shall be provided by the Institute. Suggestions and instructions of the Hostel Management Board, Chief Warden, Wardens and Hostel Committees regarding cleanliness have to be strictly followed and the expenditure towards this is to be borne by the Contractor.

Signature of Bidder with Seal

16. The Contractor shall make arrangements for collection, storage and disposal of kitchen waste, waste food, etc. at his/her own cost. Arrangement can be made with piggery farms for collection of waste food, vegetable peels, etc. Any haphazard throwing, dumping and storage of waste reported by the Hostel Management Board, Chief Warden, Wardens and Hostel Committees shall be considered a violation of the contract and shall invite penalty of INR 5,000/- (Rupees Five thousand) only for the first violation and INR 10,000/- (Rupees Ten thousand) only for the second and third violations. Further violations will attract a review of the contract by the Institute Authorities and may even lead to termination of the contract.
17. The Contractor is required to employ a Mess Manager to liaise between the students and the Hostel and Institute Authorities and an adequate number of mess workers/attendants for effective functioning and arrangement of the mess.
18. The Contractor shall have to provide full contact details of the Mess Manager and at least two other representatives so that the Hostel Management Board, Chief Warden, Wardens and Institute Authorities can contact any of them at any time of the day, in case the need arises.
19. **The Contractor must employ only female kitchen and mess workers in the Girls' Hostels.**
20. All kitchen and mess workers shall not be below the age of 18 (eighteen) years.
21. The Contractor and his/her workers must behave politely with the students and Authorities.
22. Mess workers and cook should be healthy and medically fit. Liability/responsibility in case of any accident causing injury/death to mess workers or any of the Contractor's staff shall be solely of the Contractor.
23. Mess workers and Mess Manager should be neatly dressed. The Contractor may even consider providing uniforms to the workers.
24. The Contractor shall not employ any mess worker whose track record is not good. He / She should not have been involved in any crime / offence / police case.
25. The Contractor is required to maintain the details / records of all his employees / mess workers. This information along with their photographs shall be submitted to the Institute's Authorities.
26. Storage / consumption of any alcoholic drink, liquor, drugs, narcotics, etc. are strictly prohibited. The Contractor shall not serve any of such substance / drink in the mess / hostel. Smoking, consuming gutkha, tobacco, paan, etc. is also prohibited in hostel premises.
27. Food or any other item shall not be served inside the rooms of hostellers unless in exceptional cases or ill health only on directions given by the Warden.
28. The Contractor shall provide light food/ sick diet to students during their sickness period and no extra charge will be paid for the same.
29. The Contractor shall have to make arrangements for providing additional items which are not included in the mess menu in consultation with the Hostel Management Board Chief Warden, Wardens and Hostel Committees, if such need arises, on additional payment basis.
30. It shall be the duty of the Contractor and his/her workers to see that mess utensils, plates, tumblers, spoons, bowls, etc. are not taken outside the mess hall or to the students' rooms. The Institute will not entertain any complaint of loss of such items.
31. Food, raw materials, ingredients, etc. shall be of good quality. Clean, fresh, nutritious, hygienic and edible food has to be served. Any type of cooked food shall not be stored / preserved and re-served in later meals.

Signature of Bidder with Seal

32. Any complaint of low quality and unhygienic food served by the Contractor reported by the Hostel Management Board Chief Warden, Wardens and Hostel Committees shall be considered a violation of the contract and shall invite penalty of INR 5,000/- (Rupees Five thousand) only for the first violation and INR 10,000/- (Rupees Ten thousand) only for the second and third violations. Further violations will attract a review of the contract by the Institute Authorities and may even lead to termination of the contract.
33. Any complaint of insects, stones or other foreign objects, etc. found in food reported by the Hostel Management Board, Chief Warden, Wardens and Hostel Committees shall be considered a violation of the contract and shall invite penalty of INR 5,000/- (Rupees Five thousand) only for the first violation and INR 10,000/- (Rupees Ten thousand) only for the second and third violations. Further violations will attract a review of the contract by the Institute Authorities and may even lead to termination of the contract.
34. The Contractor shall be solely responsible in case of incidence(s) of food poisoning, etc. and shall bear the complete expenditure arising out of this for medical treatment of the hostellers. In addition, penalty may be imposed on the Contractor as decided by the Institute Authority for such incidence(s).
35. Contractor must
 - a. Maintain cleanliness/hygiene in the mess area.
 - b. Provide pure drinking water.
 - c. Appoint trained Cook.
 - d. Appoint trained mess staffs.
24. No mess-off will be given to individual students under normal circumstances. Mess-off would be given only if a student is not keeping well and admitted in hospital or is going for sports/academic or other activities with approval of the Institute.
25. In case a hosteller takes leave for personal reasons, the Warden will decide and inform the Contractor accordingly. In such cases, mess-off shall be given only if the hosteller is away for a minimum of 5(five) days.
26. The Contractor has to follow all labour laws / Government laws in regard of employing the mess workers. The Contractor shall be solely responsible for any dispute/violation of labour laws/ Government laws.
27. The Contractor shall be solely responsible for any accident that may occur in the kitchen and mess areas due to negligence on the part of his/her workers.
28. The Institute Authority reserves the right to ask the Contractor to change the cook/mess-worker(s) in case the performance of the cook/mess-worker(s) found not suitable.
29. The Institute Authority reserves the right to inspect the kitchen and mess at any time. If it is found that the Contractor has not maintained cleanliness and hygiene of the areas, it shall be considered a violation of the contract and shall invite penalty of INR 5,000/- (Rupees Five thousand) only for the first violation and INR 10,000/- (Rupees Ten thousand) only for the second and third violations. Further violations will attract a review of the contract by the Institute Authorities and may even lead to termination of the contract.
30. The Contractor's personnel shall not, under any circumstances, claim any benefit/ compensation/ absorption/ regularization of services in NIT Meghalaya.
31. **Force Majeure:**

If the performance of the obligation of either party is rendered commercially impossible by any of the events hereafter mentioned, that party shall be under no obligation to perform the agreement

Signature of Bidder with Seal

under order after giving notice of 15 days from the date of such an event in writing to the other party, and the events referred to are as follows:

- a. Any law, statute or ordinance, order action or regulations of the Government of India,
 - b. Any kind of natural disaster, and
 - c. Strikes, acts of the Public enemy, war, insurrections, riots, lockouts, sabotage.
32. **Termination of contract:** One month's notice is required on either side for the termination of the contract, if such a condition arises during the contract period. However, the Institute may call upon the Contractor to continue till the end of the Academic Session in which the notice is received. If the mess management is not up to the mark or the quality of food is below standard or unhealthy or unhygienic, then the Institute Authority is empowered to terminate the contract with short notice of one week. The opinion of the Hostel Management Board, Chief Warden and respective Warden will be final so far as the food quality/mess management is concerned.
33. **Termination for default:** Default is said to have occurred
- (a) If the Contractor fails to deliver any or all of the services specified in the Work Order/ Tender document.
 - (b) If the Contractor fails to perform any other obligation(s) under the contract.

Under the above circumstances NIT Meghalaya may terminate the contract in whole or in part and forfeit the Security Deposit. In addition to the above, NIT Meghalaya may at its discretion also enter into contract with another party and the defaulting Contractor shall be liable to compensate NIT Meghalaya for any extra expenditure involved towards goods obtained and services rendered.

34. **Applicable Law:**

- a. The contract shall be governed by the laws and procedures established by Govt. of India and subject to exclusive jurisdiction of Competent Court and Forum in Shillong / India only.
- b. Any dispute arising out of this purchase shall be referred to the Director, NIT Meghalaya, and if either of the parties hereto is dissatisfied with the decision, the dispute shall be referred to the decision of an Arbitrator, who should be acceptable to both the parties, to be appointed by the Director of the Institute. The decision of such Arbitrator shall be final and binding on both the parties.

BID EVALUATION CRITERIA:

- a) The bids shall be ranked on the basis of combined weighted score for Technical and Financial bids.
- b) The tender shall be awarded to the bidder obtaining the highest total combined score.
- c) The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The Technical bid is allotted 60% weightage and the Financial (Price) bid 40% weightage.
- d) Combined scores of respective bidders shall be obtained by sum of their respective Technical bid scores (out of 60) and their respective Financial (Price) bid scores (out of 40).

Signature of Bidder with Seal

The criteria for evaluation of Technical bids and the marks allotment are shown below:

Sl. No.	Criteria	Marks	
1.	No. of years of experience in running hostel mess in NIT/ IIT/ NIFT/ IIM/ any other Government educational institution.	Seven years or more	20
		Five to seven years	15
		Three to five years	10
		One to three years	5
		No such experience	0
2.	No. of years of experience in running mess/ canteen/ guesthouse in other Government or Non-Government organizations.	Seven years or more	15
		Four to seven years	10
		One to four years	5
		No experience	0
3.	No. of work orders / agreements / contracts from Government and Non-Government organizations, Autonomous Institutes, Educational Institutions, Public Sector and Private Sector Undertakings where you have provided similar facility	Seven or more Nos.	15
		Four to six Nos.	10
		One to three Nos.	5
		No such enclosures	0
4.	Food license issued by the State Food Safety and Standards Authority	Possession of certificate	10
		No certificate	0

Financial bid evaluation

The bidder quoting the lowest rate overall will be awarded full marks out of 40. Others will be awarded on pro-rata basis.

Sd/-
Registrar

Signature of Bidder with Seal

ANNEXURE-I

Documents to be attached with the Technical Bid (first envelope)

1. Proof of ownership/partnership etc.
2. Proof of address, telephone and fax numbers.
3. Copy of food license issued by the State Food Safety and Standards Authority.
4. Copy of valid labour license (if applicable).
5. Copy of Income Tax account (PAN).
6. Copy of Provident Fund Registration (if applicable).
7. Copy of ESIC Registration (if applicable).
8. Copy of Trading License (if applicable).
9. **Experience Certificates** to be supported by copies of work orders / agreements / contracts from Government and Non-Government organizations, Autonomous Institutes, Educational Institutions, Public Sector Undertakings and Private Sector where you have provided similar mess facility.
10. **Earnest money deposit (EMD)** through Demand Draft/Banker's Cheque in favour of National Institute of Technology Meghalaya, payable at Shillong.
11. A separate sheet as mentioned under N.B. in Annexure-4.
12. **Labour detail submission:** A sheet describing mess staffs along with number of staffs to be appointed for each work.

ANNEXURE-II

TENTATIVE NUMBER OF STUDENTS

Sl. No.	Name of the Hostel	No. of Students (Approx.)
1	New Hostel 1	70-90
2	New Hostel 2	70-90
3	Lapalang II Boys Hostel	90

Signature of Bidder with Seal

ANNEXURE-III
TENTATIVE MENU

Breakfast

- ChholeBhature (4pcs) / Toasted Bread with butter (6pcs) / Aloo paratha (3pcs) / Lachha Paratha (3pcs) / PuriSabji (6 pcs) / Maggi (2) / Chowmin / PavBhaji / Dosa / Idli / Sandwich (3 pairs) / Plain roti with sabji (4 pcs)
- Milk/Tea/Milk Tea every day.
- Double eggs (bananas for vegetarian) twice per week

Lunch/Dinner

Monday-Saturdays:

- Rice and Roti/plain paratha, Dal (different types), papad/fry, one veg item, pickle/chatni/raita.
- One day egg(2) curry / special veg item for vegetarian
- One day Fish(2) / special veg item for vegetarian
- One day Chicken (4pcs) / special veg item for vegetarian
- Two days sweet/ice cream
- Pulao or biriyani in one day instead of plain rice.

Sunday/Special Day:

- Lunch - Rice/Roti, Dal, Fry, Raita/salad, Mutton curry (150 gm)/alternative veg items
- Dinner - Roti, Dalfry/Tadka, mix veg., khir

Brands of Ingredients to be followed:

1. Bread: Homa/ S.J sliced bread (Bread should be toasted)
2. Paneer and Butter: Amul/Govind
3. Oil: Fortune refined oil/ Mahakosh/Dhara/Sundrop
4. Rice: KRT/ BPT
5. Ata: Aashirwad/Magik cook/Patanjali
6. Sauce: Kissan/Maggi/Heinz.

Signature of Bidder with Seal

ANNEXURE-IV

Format of Financial Bid

(to be submitted in the Agency's letterhead)

Sl. No.	Item	Unit	Quoted rates (INR)	
			Figures	Words
01	Breakfast	Per student per day		
02	Lunch	Per student per day		
03	Dinner	Per student per day		
04	Others (if any) please give details	Per student per month		

N.B.: Bidders can quote for any one or all of the above works. In a separate sheet bidder should mention the Hostel and/or Mess Hall name they are quoting against.

Signature with Seal:.....

Name of Contractor/Firm:

Address.....

Phone/ Mobile No.

Email

Date

Signature of Bidder with Seal