

NATIONAL INSTITUTE OF TECHNOLOGY, MANIPUR

TENDER FOR CATERING SERVICES - GIRLS HOSTEL, TAKYEL CAMPUS, NIT MANIPUR

Sl.	Details	Date	Time
1	Notification of Tender	27.09.2019	
2	Last date for submission /deposit of Tender	21.10.2019	4:00 P.M.
3	Opening of Technical Bid	22.10.2019	2:00 P.M.
4	Opening of Financial Bid	23.10.2019	2:00 P.M.



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Imphal, Manipur, Pin-795001

Web site:- www.nitmanipur.in / email:- nitmanipur@yahoo.in Ph. (0385) 2445812

NITM.1/(178-Estt)/tender/Mess/2019/694

Date: 27.09.2019

TENDER FOR CATERING SERVICES OF GIRLS HOSTEL, NIT MANIPUR

Sealed tenders are invited from reputed firms/Agencies for providing Catering services of Girls Hostel, Takyel campus, NIT Manipur. Details may be downloaded from the website www.nitmanipur.ac.in and www.eprocure.gov.in. Last date of submission of completed and sealed tenders is 21.10.2019 upto 4:00 P.M.

Note: NIT Manipur reserves the right to amend any changes in the tender documents due to unforeseen circumstances. All such changes will be duly notified on the Institute website and Central procurement portal.

Sd/-
Registrar
NIT Manipur



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Important Instructions

- 1) This tender document contains 19 pages.
- 2) Read the tender document carefully before filling.
- 3) Each page of the tender document must be signed with seal of the firm/Agency.
- 4) Part – A
 - (i) Annexure - I
 - (ii) Annexure - II
 - (iii) Annexure - III
 - (iv) Annexure - IV
- 5) Part – B
 - (i) Annexure - V
 - (ii) Annexure – VI
- 6) Put Part – A and Part – B in separate sealed envelope and put both the sealed envelope in another envelope and addressed to **“The Registrar, NIT Manipur, Langol campus, Imphal, Manipur – 795004”** with superscription on the covers separately as **“Tender for providing Catering services of “Girls Hostel, Takyel campus, NIT Manipur”**, and send it to us and it should reach on or before the closing date and time.
- 7 Application form can be downloaded from the website www.nitmanipur.ac.in and www.eprocure.gov.in

Application without the prescribed fee will not be considered/entertained.

**Registrar
NIT Manipur**



1. Scope of the Work:

The contract of mess will be awarded to successful tenderer for students residing at Girls Hostel, Takyel campus, NIT Manipur and may be around 100 students respectively.

To prepare and serve breakfast, lunch, evening snacks and dinner for students, guests and visitors of the Institute as per decided menu. It is required to maintain the mess and its surroundings clean. The workers have to work under the guidance of mess supervisors. The workers will work in Kitchen and dining hall in coordination with other staff of NIT Manipur.

Cleaners will not be engaged for kitchen work by the Institute.

2. Job Specification:

- 1) To provide breakfast, lunch, evening snacks and dinner. The number of boarders in the mess will be approximately 100 which may vary between 10% to 20%.
- 2) To make necessary arrangement of all cooking utensils, crockery, gas cylinder, stoves including utensils for serving food to the students- Plates, Katories, stainless steel tumbler glasses, tea spoon, table spoons and forks.
- 3) The food has to be prepared in clean, hygienic and safe conditions as per the menu.
- 4) The garbage collected from the kitchen, dining hall, dish wash area will be disposed of every morning and evening through garbage van in closed bins by separation of bio-degradable waste. The surroundings shall be kept clean and hygienic.
- 5) The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and mopped, after every meal (breakfast, lunch and dinner) and disinfect once in a month or as and when required.
- 6) High quality of hygiene, sanitation and safety will be maintained at kitchen and dining halls. All the surrounding area of the mess premises should be cleaned and washed daily.
- 7) The caterer is responsible to make necessary arrangement for hygienic & potable water for cooking purposes. Applicable electricity bill has to be paid by the caterer for Mess Hall and Kitchen.
- 8) The mess will be opened at 5.00 am by collecting key from the security office and will be closed by 11.30 PM and key should be deposited at security office on all seven days of the week. Any changes in the timings will be as approved by the concerned authorities.



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- 9) Food will be served through counters on self-service basis. Water should be served on the dining tables.
- 10) After every meal (breakfast, lunch, evening snacks and dinner) all the plates, cups, katories, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept ready for the next meal. All the vessels used for cooking also should be washed in soap solution and hot water and properly cleaned vessels should be available for use for cooking the next meal. The cleaning material used should be of approved quality.
- 11) After every round of meal, table including floors should be cleaned/wiped before serving next batch of students.
- 12) Food should also be served to the hostel rooms for sick students as and when required with prior permission of Hostel authorities.
- 13) Water coolers and purifiers should be cleaned after every 15 days and should be maintained as per the instructions of the authority.
- 14) Proper cleaning of all vessels, utensils, dining area, kitchen, water coolers etc. should be of high quality. Any shortcoming in this will be penalized strictly.
- 15) Tea spoons, table spoons, forks, knives, stainless steel tumbler glasses, katories, should be counted once in a month and the contractor will be responsible for the loss of any items and make up the loss if it is found shortage.

3. Terms & Conditions:

- 1) Tenderer should be a registered and licensed contractor/firm/caterer for the said job type as specified in Section-2. Appropriate documents/Certificates issued from appropriate authorities should be enclosed to support this.
- 2) Tenderers should have a minimum of one year experience in providing similar type of services. A tenderer who has worked with Government/Public Sector undertaking/ Large industrial establishment/ Organizations/ Companies / Institutions shall be given preference and a certificate of performance should be enclosed duly indicating the period of contract and type of payment received.
- 3) Copy of preceding/last one year audited balance sheets/bank statement and profit and loss account.
- 4) The tenderer should have valid PAN and GST Registration.
- 5) The tenderer should provide documents showing details of ESI and EPF payment in respect of existing employees for preceding one year.



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- 6) **The Tenderer shall deposit EMD of Rs. 50000/- (Rupees Fifty Thousand Only) (refundable) along with Processing fee of Rs. 1000/- (Rupees One Thousand Only).**
- 7) The tender document is non-transferable.
- 8) Tender should be submitted in two parts, namely, Part A and Part B along with the respective requisite annexures.
- 9) If the contractor fails to carry out the jobs as per the terms and conditions agreed upon, he is liable for forfeiture of Security Deposit in additions to penalty.
- 10) The contractor shall be solely responsible either for any injury, damage, accident to any worker by the agency or for any loss or damage to the equipment/property in the areas of work.
- 11) The workers employed by the contractor shall wear uniform and name badge, which is to be provided by the contractor and the agency. The contractor & agency shall be responsible for the discipline of his workers. The workers are not employees of the Institute and shall not have any claim whatsoever on the Institute and shall not act detrimental to the interest of the Institute. The workers shall have to follow the security regulations as directed by Security and Fire Fighting unit of the Institute. Workers shall not form union or carry out trade union activities in the campus.
- 12) The institute reserves the right to terminate the contract on 1 month notice, if the performance is not satisfactory, without assigning any reason, if in the opinion of the authorities such termination is in the interest of the institute. This termination will not be challenged by the contractor.
- 13) If, at any time it is found that the tender was awarded based on any false/ misleading information furnished by the tenderer, the institute reserves the right to terminate the contract immediately.
- 14) The contractor will have no right to ask for any accommodation or space, in the campus, for mess-workers, etc.
- 15) Sub-letting/sub-contracting the work is not permissible under any circumstances.
- 16) Mess Contractor or his representative manager is required to remain present in the mess when the food is served in the mess.
- 17) Smoking / drinking liquor etc. is strictly prohibited in the Institute premises.
- 18) Employment of child labour (below the age of 18) is totally prohibited. It is the responsibility of the Contractor to comply with all formalities of labour office including obtaining necessary labour license.



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19) Items like Aji-no-moto, Baking soda, coloring items etc are banned and they should not be used. If they are found in the kitchen premises penalty will be imposed.

4. Documents to be submitted at the time of submission of bids:

1) Processing fee:

Name of the Hostel	Processing fee in Rs.
Girls Hostel, Takyel campus	Rs. 1000/-

payable directly to Bank of Baroda A/C No.- 60330100000143, IFSC code – BARB0NITMAN, MICR Code - 795012007 of Director NIT Manipur IRG.

2) Earnest Money Deposit (EMD):

Name of the Hostel	EMD fee in Rs.
Girls Hostel, Takyel campus	Rs. 50000/-

payable directly to Bank of Baroda A/C No.- 60330100000143, IFSC code – BARB0NITMAN, MICR Code - 795012007 of Director NIT Manipur IRG.

Note: Transaction slip for deposited processing fee and EMD must be enclosed in Technical Bid. Tenders submitted without proof of payment of fees will be rejected.

3) Details of the firm (Annex I)

4) Details of ongoing contracts/completed contracts during the last one year. (Annex II). All relevant documents may be enclosed.

5) Copy of preceding/last one year audited balance sheets/bank statement and profit and loss account certified by CA (Annex III).

6) Proposed Staff list and qualification of Senior Managing Staff (Annex IV).

7) Financial Bid (Annex V)

8) Details of rates quoted for menu (Annex VI)

9) Satisfactory Completion/Performance certificates from all contracts completed during the last one year.

10) Copy of Registration/Incorporation of the Agency.

11) Copy of Food License

12) Copy of Income Tax Registration certificate/ PAN/ GST etc.

13) All proposal documents must be signed by the authorized person of the firm (with seal).

14) Financial bid should be kept in separate sealed cover.

NB: The Institute reserves the right to suspend the tender process or part of the process, to accept or reject any of the tenders or to modify the process or any part thereof at any time without assigning any reasons thereof without any obligation or liability whatsoever.



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5. General Definitions

1. NIT Manipur or Institutions means the National Institute of Technology Manipur, Imphal.
2. Registrar, means the Registrar of National Institute of Technology Manipur or his/her authorized representatives.
3. Tenderer also means the contractor who would be the successful bidder.

6. Terms and Conditions as part of agreement

1. **Disputes:** All disputes that may arise shall be referred to the Director, National Institute of Technology Manipur, whose decision shall be final.
2. **Insurance to Employees:** All employees engaged by the contractor shall be comprehensively insured for accidents and injuries by the contractor at his cost. The tenderer must make ESI and EPF payment in respect of each employee and details (payment vouchers) need to be furnished within one month after payment.
3. **The duration of the contract:** The duration of this contract is for a period of **one year**, this may be extended further, on mutual consent and subject to satisfactory performance of the contract.
4. **Payment Terms:** The payment will be made monthly on satisfactory completion of job contract services and related miscellaneous works mentioned in the scope of work and job specifications and as per actual manpower supplied. In case of shortfall in supply of manpower, the payment will be deducted at the rate of 1.25 times of the applicable wages in addition to the penalty as specified in the tender document under Penalty clause. The bill should be submitted on or before 10th of succeeding month and payment will be made within 20 days after the bills are duly certified by concerned person of the Institute, who will supervise the above work. The contractor has to indicate bank account no. for arranging ECS payment. The proof in the form of copy of challans for payment of statutory taxes to be furnished to the Institute quarterly.
5. The Contractor cannot sublet the awarded contract/work to any other Contractor/Firm/Agency.
6. **Indemnity:** The Institute shall be indemnified for all losses due to commissions and omissions of any person deployed by the contractor. There shall not be any loss or damage caused to the Institute (people and/or property) on account of any employees or staff and the same shall be commissions of contractors. It shall be made very clear that the employees/ staff engaged by the contractor shall not be treated or considered as employees of the National Institute of Technology Manipur, Imphal under any circumstances. The contractor shall defend, indemnify and hold the Institute harmless from any liability or damage, law suits, penalties imposed by any State and Central Government Department or statutory body or by a third party for reasons of violation of any of their statutory provisions or requirements. The Institute shall not be liable for any damage or compensation payable to any worker



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or to any person as a consequence of his work and the Institute shall be completely indemnified accordingly.

7. **Security Deposit:** The successful bidder shall have to deposit an amount of Rs. 1,00,000/- (Rupees One Lakh) to the Institute as a security deposit within 15 days from the award of contract. The amount towards security deposit shall be refunded on request of the contractor on completion of contract only after ascertaining that no claim arising out of any dispute is pending.

If the contractor fails to carry out the entrusted job contract services and related miscellaneous works within the stipulated time as per the scope of work and job specification, Institute reserves the right to impose penalty as specified in the Penalty Clause and has the right of getting the work done through someone else.

The security deposit furnished by the contractor will not carry any interest and will be refunded:-

- i. On completion of job contract service entrusted to the contractor satisfactory. If the work is not satisfactory he is liable for forfeiture of security amount deposited.

The books of accounts regarding attendance, acquaintance, wage paid, EPF accounts etc., are to be maintained properly and produced for inspection to the Institute, whenever asked for and the Institute can take penal action for the non-compliance.

The contractor shall provide the required number of efficient and reliable workers, in the respective categories for all shifts on all the days of week.

The contractor shall be responsible for the discipline of his workers.

The normal working hours of all the mess are from 7.00 am to 10.00 pm. However, the Institute may call for special services that may be at times beyond these hours on special occasions, without any additional payments.

7. **The guidelines for the workers employed by the contractor**

- 1) Shall not act in any way detrimental to the interest of the Institute.
- 2) Are no employees of the Institute and shall not have any claim whatsoever on the Institute.
- 3) Uniform: All personnel appointed by the contractor shall wear approved uniforms provided by the agency during working hours for proper identification of employees of different agencies.
- 4) The Contractor shall provide ID cards to the staffs. It will be verified and certified by an authorized NIT Manipur Officer.
- 5) Have to follow the security instructions as directed by the Security Supervisor.
- 6) They shall not participate in any strike or protest in any form.



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- 7) The Contractor workers can take rest in the dormitory provided to them during break timings.
- 8) All the contractor workers are required to do their duty maintaining hygiene, cleanliness and safety.
- 9) The List of workers profile has to be submitted to Warden of concerned Hostel for approval and should be employed only on the approval by the Competent Authority.
- 10) The workers should not have any criminal background.
- 11) Contractor shall ensure that the behaviour of the workers/staff with the students/mess users is decent. Contractor shall be responsible for any misbehaviour and/or abusive language by the workers/staff and necessary action may be taken in any of such occurrence.
- 12) Smoking and consumption of alcohol by any of the mess staff in the Institute premises is strictly prohibited.
- 13) All the required quantity of materials and labourers for Mess Contract and related miscellaneous works will be at the cost of the contractor, he shall furnish the staff position, implements, equipments, tools and plants for this work as proposed to be deployed by him. Whenever any claim for the payment of whether liquidated or not, money arises out of or under this contract against the contractor, the Institute shall be entitled to recover such sum by appropriating part or whole, the security deposit by the contractor. In the event of security deposit money being insufficient, then the balance or the total sum recoverable, shall be deducted from any sum then due or which at any time thereafter may become due to the contract under this or any Security Deposit shall be withheld till such claims of the Institute and finally adjudicated upon and paid by the contractor.

8. Other Conditions

- 1) All records shall be maintained by the contractor as a part of record of day-to-day work done, they shall be daily authenticated by the concerned person designated for the work. They shall become the basic documents for preparation of bills on monthly basis. They shall be maintained in duplicate, one set each with the supervisor of the contractor and the Institute.
- 2) The works as specified in job specifications have to be carried out as per the schedule and also within the stipulated time given. The contractor shall employ as much manpower as required (after approval) and utilized such quality and quantity of material as required for maintaining high standard of cleanliness within the stipulated time.



- 3) A complaint book / register is to be maintained by the contractor in each mess and should be made immediately available on demand by any of the mess user. This register should be provided to mess committee for periodic examination.

9. Termination of contract in the initial stage

The Institute reserves the right to cancel the award of the contract in case the food items/meals are not found satisfactory for first 15 days from the date of the commencement of the contract.

10. Penalty Clause

1. Work not done satisfactorily would be recorded and rejected for payment. Reasons for rejection would also be recorded (Cleanliness, sufficient staff, service quality, food quality & quantity of raw material etc. are some of the parameters for evaluation.)
2. Penalty shall be a maximum of Rs. 10,000/- per fault/unsatisfactory work to be decided by Wardens as per the recommendations of the Mess Committee.
3. If a written complaint is received (verified by a minimum of 20 students) on shortage of food, an amount equivalent to 100 student's meals shall be deducted from the payment on three such occasions the contract shall be liable to be terminated.
4. The cost of execution of the work at the risk as well as the penalty shall be recovered in the next bill that falls due and if the amount of recovery exceeds the bill amount, recoveries shall be made from the Security Deposit, which has to be made good within 15 days of the short fall.
5. If the quality of raw materials are not up to the mark in surprise/routine checking by the authority, 10% - 50% amount of that will be deducted based on the low grade quality. If any eatable of expired date is found, penalty of Rs. 2,000 per incidence shall be imposed and all such material will be seized by the Institute. On three such occurrences the contract will be liable to be terminated.
6. If the food quality is not up to the mark and/or insufficient quantity on inspection, 10% - 50% amount of that day will be deducted. On three such occurrences, the contract will be liable to be terminated.
7. Periodic feedback will be taken from the students/mess users. Contractor has to take care of the suggestions/concerns of the mess users and should report the action-taken to the concerned warden.



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11. Submission of Tender:

Proposals containing all necessary documents are to be sent in a separate sealed envelope to “The Registrar, NIT Manipur, Langol Campus, Imphal - 795004” superscribing “Girls Hostel, Takyel campus, NIT Manipur”. The last date of receipt of complete proposal is **21.10.2019 upto 4:00 P.M.**



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ANNEXURE – I

Technical Bid

Note: Put in Part - A

ON LETTER HEAD OF THE FIRM

- 1) NAME OF THE FIRM/AGENCY:
- 2) ADDRESS:
- 3) MOBILE/PHONE:
- 4) REGISTRATION NO. & DATE:
- 5) PAN No.
- 6) GST Registration No.
- 7) EPF/ESI REGD. NO.(IF ANY):
- 8) VALID LABOUR LICENSE (IF APPLICABLE):
- 9) NAME OF THE PERSON MANAGING THE FIRM WITH MOBILE NO:
.....

DATE:

PLACE:

AUTHORIZED SIGNATORY

NB: (Please enclose the following documents)

1. ITR/Income Tax/ Sales Tax Clearance Certificate
2. GST registration and PAN No.
3. Order Copy of other organizations.



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ANNEXURE – II

Technical Bid

Note: Put in Part - A

ON THE LETTER HEAD OF THE FIRM

a) Details of Ongoing Contracts

Sl. No.	Name of the Organization with address, email and contact nos.	Period of Contract (From-To)	Nature of work undertaken	Value of Contract (Rs.)
1				
2				

b) Details of Previous Contracts

Sl. No.	Name of the Organization with address, email and contact nos.	Period of Contract (From-To)	Nature of work undertaken	Value of Contract (Rs.)
1				
2				



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ANNEXURE – III

Technical Bid

Note: Put in Part - A

ON THE LETTER HEAD OF THE FIRM

Sl. No.	Financial Year/ Accounting Year	Profit (Rs.)	Loss (Rs.)	Annual Turnover (Rs.)
1	2018-19			



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ANNEXURE – IV

Technical Bid

Note: Put in Part - A

ON THE LETTER HEAD OF THE FIRM

Sl. No.	Name of Mess	Proposed Manpower for the Hostel	Qualification of the persons to be employed	Proposed nature of Duty
1	Girls Hostel, NIT Manipur, Takyel Campus			



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ANNEXURE – V

Financial Bid

Note: Put in Part – B

PART – B

Financial Bid for Catering services of Girls Hostel, Takyel, NIT Manipur, Imphal.

Rates to be quoted per students per day per meal (breakfast/lunch/dinner) as per attached

	Breakfast (Rates per students per day)	Lunch (Rates per students per day)	Evening snacks (Rates per students per day)	Dinner (Rates per students per day)	GST	Total*
Veg/Non- Veg Meal						

NOTE: 'Month' means 30 days for any calculation purpose, irrespective of actual number of days in a particular month.

* No conditions to be attached. Prices to remain valid for 1 year beyond the date of the tender opening.

Average Daily Rate quoted per day per student (in Rupees): [For both Veg & Non-Veg Meal]

.....

Average Daily Rate quoted per month per student (in Rupees): [For both Veg & Non-Veg Meal]

.....

Note: Rate quoted should not be more than Rs. 110/- per day per student.



ANNEXURE - VI

Tentative Menu

Days	Breakfast	Lunch	Evening Snacks	Dinner
Monday	(Puri+Chana Aloo)+Tea	{(Soyabean+mix chutney+Iromba)/Aaloo baigan/Aaloo bhujia)}+Roti+Rice+Dal +salad	Samosa + Tea	{(Chhola batura+onion chop+fish)/(Egg/Aaloo gobi curry)}+Roti+Rice+Dal
Tuesday	{(Puri+Chana Aloo)/ +Tea	{(Khadi pakora/Aaloo tamatar+kangsoi)/ (mix veg+papadum+rasma)}+ Roti+Rice+Dal+ salad	(Biscuits/Sandwich)+ Tea	{(Rajma/tadka chana dal+Egg curry)/(chicken/Aaloo onion matar)}+Roti+Rice+Dal
Wednesday	{(Chowmein+Sauce)/ (Aloo Paratha+pickle)}+tea	{(Khichri+Aaloo began)/ (cauliflower+papad+iromba)/ (Aaloo channa+raita)}+ Roti+Rice+Dal+pickle	Biscuits (Goodday/Top herb) +Tea	{(Chicken+matar paneer)/ (fish ataoba thongba/pakora curry)}+Roti+Rice+Dal
Thursday	{(Bread+Butter/Jam)} + tea	{(Jinga Aaloo thim+ raita+kangsoi)/(papadum+Mangan mapum thongba/Aaloo soya)}+ Roti+Rice+Dal	{(Goodday biscuits)/Samosa} + Tea	{(bheendi onion Aaloo+resam+papad+Egg curry)/(chicken/kabuki chana curry)}+Roti+Rice+Dal
Friday	{Aloo Paratha+ sauce/pickle}+tea	{(Arvi tamarind+channa dal+papad)/ (cabbage+iromba/chagempomba) / (Aaloo chana)}+ roti+Rice+Dal+pickle	{Krackjack Biscuits/kachouri/samosa} + Tea	{(paneer masala+chicken)/ (mixed veg/Aaloo soya + kheer)}+Roti+Rice+Dal
Saturday	(PavBhaji)+tea	{(Black chana sabji+kangsoi/uti/kobi shaak)} / (mix veg.)+ roti+Rice+Dal+salad+pickle	Namkin/Jalebi + Tea	{(Dal makhi/veg Manchurian)/ (chicken/kabuli chana curry)}+Roti+Rice+Dal
Sunday	{(Aloo Paratha+sauce/pickle)}+tea	{(Rasam+mix veg+boondi raita+iromba/uti)/(Aaloo rasam+soya/uti)+ roti+Rice+Dal+pickle	{Krackjack Biscuits/Kachauri} + Tea	{(Saahi paneer+chicken)/ {fish(ataoba thongba)+paneer /rasma}}+Roti+Rice+Dal

Note: Changes in menu may be done only on seasonal vegetables; other items may be shuffled but will not be changed.

*Diet for sick students (on request): Khicdi, boiled vegetables, 200 ml milk

** Sweets & Kheer may be given twice in a month depending upon the amicable agreement between the respective Mess committees and the Mess Managers.

Menu may be changed from time to time (not very frequent) to replace items with suitable alternatives (seasonal) which are within the similar price band of 10% on recommendation of the Competent Authority.

*** The menu may be changed as per the demand of Mess Committee and Hostel Management Committee.



राष्ट्रीय प्रौद्योगिकी संस्थान, मणिपुर
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DECLARATION BY THE CONTRACTOR

I/We have carefully read the terms and conditions of contract as contained in Tender Notice No dated: and agree to abide by these terms. If, I/We fail to fulfil any of the terms and conditions of the contract, then Director has the right to cancel the contract without any further correspondence and NIT, Manipur, has no financial liability. I/We promise to pay the compensation or fine in case of such default.

Place: _____

Date: _____

(Signature of Bidder)
Name & Designation