

NATIONAL INSTITUTE OF TECHNOLOGY: SILCHAR – 788 010

No: NITS/PS-483/Dean SW/Hostel Catering/17

Date: 24/10/2017

Price: Rs. 1000.00

TENDER FOR CATERING SERVICES TO HOSTELS AT NIT, SILCHAR



LAST DATE & TIME OF SUBMISSION OF TENDERS: 24/11/2017 at 3:00 p.m.

DATE & TIME OF OPENING OF TENDERS: 24/11/2017 at 3:30 p.m.

Notice Inviting Tenders

Subject: Catering Services to Hostels at NIT, Silchar

Tenders in single bid form covering firms profile, experience, terms and conditions etc, are invited from reputed Firms/Agencies for providing catering services to Hostels at NIT, Silchar. Last date of receipt of complete tender document is 24.11.2017 Up to 3.00 p.m.

Tender forms can be downloaded from Institute Website and the completed forms should be sent/submitted addressed to “**The FIC, Purchase, NIT Guest House, Silchar – 788 010**”.

Tenders will be opened in the Office of the Dean SW on 24.11.2017 At 3.30 pm


Registrar, NIT Silchar

Overview:

The Hostels at National Institute of Technology Silchar provide full residential accommodations to all its students. There are 09 (nine) Boys' Hostels and 03 (three) Girls Hostels at present. The mess of each hostel is managed by a student committee called Mess Management Committee (MMC) of that hostel under the overall control of respective Associate Warden of the hostel. The mess runs round the year except during summer vacation (normally 60 days during May – July) and winter vacation (normally 25 days during December-January). To have a general idea about the strength of the hostels, the details are as mentioned below.

Sl.	Hostel	Approximate Strength
1	Boys' Hostel No. – 1	170
2	Boys' Hostel No. – 2	130
3	Boys' Hostel No. – 3	130
4	Boys' Hostel No. – 4	280
5	Boys' Hostel No. – 5	130
6	Boys' Hostel No. – 6	360
7	Boys' Hostel No. – 7	360
8	Boys' Hostel No. – 8	500
9	PG Boys' Hostel	560
10	Girls' Hostel No. – 1	175
11	Girls' Hostel No. – 2&3	245

Scope of the Work:

- a) Cooking and serving meals (Breakfast, Lunch, Evening tea/Snacks/Tiffin and Dinner) and grand feast (on last Sunday).
- b) Managing and control of stocks and inventories for running the mess.
- c) Cleaning of utensils, Kitchen and serving items.
- d) Cleaning of cooking, dining and auxiliary areas.
- e) Security of the equipment, utensils and other items in the kitchen and dining areas.
- f) Maintenance of the equipment in the Kitchen and dining areas.
- g) Maintenance of books, ledgers, other records and documents related to running of the mess.
- h) Maintaining records of food bill of individual boarder and displaying at the end of the month.
- i) Deployment of required manpower for supervision of the above mentioned services.
- j) Any other activities as may be considered by the institute on merit.

Key Deliverables/ Operative Terms and Conditions:

- The catering services in hostels shall be operated by the awarded firm(s) from the date as **decided by the Office of the Dean SW (tentativelyof 2017)**, failing which the EMD money will be forfeited and the work shall be awarded to next eligible bidder.
- The caterer shall engage and provide requisite number of well trained cooks and service personnel to run the mess and serve meal to the students 04 (four) times a day, viz. Breakfast, Lunch, Evening Snacks and Dinner. In case of Girls' hostel catering, preferably lady cooks and service personnel shall be engaged.
- Meals should be supplied at all the times for all the boarders of that hostel without fail.
- Rebate may be given for the food bill for not taking food with prior permission from the concerned authority and the same may be recorded by the mess manager (of agency) as per the information supplied by the concerned Associate Warden. It is also mentioned that a student will be allowed to take rebate for minimum absence of 5 (five) days (at a stretch) from the mess and upto a maximum of 15 days in a semester (any rebate above 15 days will not be permitted to any student). Rebate request application should be properly signed by the concerned Associate Warden of that hostel and must be submitted minimum of 2 (two) days prior to leave to the Mess Manager. Permission for any special cases may be obtained from Dean (SW).
- The caterer should be financially sound to run the mess.
- The caterer should be familiar with the modern kitchen equipment.
- The caterer having degree/ diploma in hotel management or nutrition is preferable.
- The Caterer shall keep the mess open from **6.00 A.M to 10.30 P.M** every day and serve meals during (and only during) designated meal hours as decided by the institute from time to time.
- The mess shall not be closed without prior permission of the Institute.
- The Caterer shall serve only specified foods as per the contract document [and/or sometimes as approved by the hostel authorities for special cases with the approval from Dean(SW)]. Rate for special cases will be decided with the consent of both the parties i.e. NIT Silchar & Caterer.
- The Caterer must display the menu/ list of food items to be served in the mess in consultation with respective Asso Warden and Mess Management Committee.
- The Caterer has to provide uniform to his employees during the service hours. He has to ensure that his staffs are always dressed in clean and tidy uniforms while on duty. The caterer should also issue Photo Identity Card to its staff.
- The Caterer's employees should be free from any contagious disease or sickness or any other kind of disease that is considered unacceptable for handling food. In such case the Caterer should give them leave and arrange treatment as deemed fit and should make alternative arrangement at his own cost. Whatever circumstance it may be, the caterer must ensure that the facility is not hampered, and serving standard is maintained.
- The Caterer shall be solely responsible to provide safe and hygienic food to the students at all times. A committee appointed by the institute will monitor the same including hygiene from time to time. Persons authorized by the Institute must have full access to all facilities and documents. Any preparation not found to be wholesome or hygienic is liable to be rejected without any compensation. Further punitive action, as deemed fit shall be taken against the caterer, including cancellation of contract.
- Only purified water (purified by Aquaguard or other purifier of similar standard) has to be served in the mess.
- The premises of the mess shall not be used for any other purpose. The Institute reserves the right to use the Dining Hall and other places during the tenure of contract.
- The Caterer shall maintain neat & cleanliness of the mess premises at all times. No trash is to be thrown inside or outside the mess premises except in properly covered bins supplied by the Institute.

- Burning of fuels except cooking gas is forbidden. Use of electricity is strongly prohibited. However, solid fuel like fire wood and coal may be used under exceptional circumstances with permission from the concerned authority.
- The assets and articles provided by the Institute shall be property of the Institute and the caterer shall be merely the custodian of such assets and articles. On termination of the contract, all such property shall be handed over to the Institute in good condition.
- The Caterer shall maintain the building space in top condition. All floors and counter tops are to be scrubbed regularly with non corrosive detergent or soap, and all vertical surfaces are to be dusted regularly. The period of cleaning should be such that there is no visible dirt or marks at any time.
- In the event of loss/theft/damage of property/utensils/ fittings caused due to negligence of the any of its employees of the Caterer, the Institute shall be entitled to get compensation from the Catering Agency.
- Agency is responsible for correctly identifying the students including his/ her room numbers and correctly records the servings per student. The agency must engage person for the same at the entrance of the dining hall.
- The food bill for each student should be notified through the designated officer (or Associate Warden) on 2nd day of the successive month. Any dispute arises with the food bill of individual student may be addressed and corrected within 5th day of the same month. The final mess bill will be displayed by the respective warden on the same day (i.e. 5th day of that month) for payments. Payments may be made on or before 10th day of the same month.

Infrastructure to be provided by the Institute:

Institute will provide the following infrastructures.

- All required kitchen equipments, utensils, crockery, cutlery, etc.
- All necessary furniture in the Dining Hall.
- LPG connection for running of the mess (not the fuel).
- Industrial Heavy-duty Water Purifier cum cooler.
- All necessary bins for kitchen waste management.
- All necessary water (for cooking and other purpose) and electricity connection (not for cooking).
- Standard Fire safety equipments.
- Only in case of any emergency the catering agency personnel may be provided medical facilities available at the Institute Dispensary. Normal medical facilities to be arranged by the catering agency on their own.
- The Institute shall provide limited amount of living accommodation to the staff engaged by the caterer.

Statutory Obligations:

- The staff engaged by the catering agency shall draw their remuneration from their Caterer and shall not claim any employment benefit from the Institute at any time. The agency shall also be responsible for the statutory obligations of such personnel and shall indemnify the Institute in this matter. It is the duty of the caterer to explain these terms to his employees.
- The Caterer shall be directly responsible for payment of wages as per Govt rules amended from time to time (including other benefits like E.P.F. & E.S.I.) to his employees engaged for the services. The caterer shall follow the minimum wages act and workmen's compensation act as in force from time to time.
- The institute shall have no responsibility towards payment of wages, social security, medical care, safety or any benefit to the personnel engaged by the caterer. Any incident occurring during the contract period is the sole responsibility of the caterer and the institute is no way liable for any such incident.

- **The Caterer shall not employ any minor for the above contract work as prohibited under Labour Act and shall comply with all the clauses of the Act.**
- All safety measures must be taken care of, in order to avoid any accident, fire and other safety hazards. Any type of loss/damage of assets due to any such incident is the sole responsibility of the Caterer. The Institute shall in no way be liable for any such incident occurring during the contract period or in connection with the services.
- The successful caterer shall claim actual monthly mess bill to the designated officer of the hostel, for payment within ten days of the successive month.
- The Institute shall provide limited amount of living accommodation to the staff engaged by the caterer. Such accommodation shall be handed over to the Institute in vacant state on termination of the contract in any manner whatsoever and at any time earlier at the instruction of the Institute. In case premises are not handed over in the manner as referred herein above, the Institute shall be entitled to remove the possession of unauthorized occupants by use of such force as may be required with penalty as decided by the Institute.
- If there is damage to building or other institute property because of willful or negligent act or poor maintenance, the institute will repair it at its own cost and shall recover the amount from the caterer.
- The staff employed by the agency will not join or form any union associated with the Institute or otherwise any political party.
- If the rates of two or more bidders are found to be same, preference will be given to the firm having better credentials. Decision taken by NITS shall be final and binding.
- If a particular bidder becomes L1 (lowest rate) in several or all the hostels than only 2 hostels may be awarded. However, under unusual situation maximum number of hostels to be awarded to bidder will be decided the authority of NIT Silchar.
- If at any stage, it becomes necessary to rescind/ terminate the contract due to the fault of the catering service provider (caterer), than the contract for other hostels to the same caterer will be rescinded/ terminated and the work will be awarded to the other caterer on the risk and cost of the said defaulting caterer. However, under unusual situation decision will be taken by NITS authority.
- The quality of meals served at the hostel shall be checked on regular basis by a team constituted by NITS.
- The rate should be quoted inclusive of all taxes (including GST). If there is any variation of taxes and duties after the award of work, it will automatically applicable and reimbursement or deduction will be made accordingly.
- **Performance Security:** The successful bidder to whom the award of work shall be made should furnish a performance security of an amount of Rs. 1,00,000.00 (one lakh only) for each hostel in favour of Director, NIT Silchar in the form of Demand Draft, payable at Silchar. The performance security shall be retained by the Institute till the completion of the work order. After successful completion of the term, the performance security shall be returned to the successful bidder without interest. The successful bidder should submit the performance security within 7 days from receiving the work order/ before starting the work whichever is earlier. In case of failure of submitting the performance security within the said period, the work order stand cancelled automatically and authority will take appropriate decision.
- **Penalty Clause :** In case of violation of any of the clauses as specified in this tender notice or in case of damage caused to the Institute property by any act of the successful bidder to whom the award of work has been made, necessary recovery as deem fit by NITS shall be made from the performance security/mess bills. In severe cases, the work order of the successful bidder may be cancelled and the firm may be blacklisted.

The scope of work detailed above, including key deliverables, is only broad and the institute would appreciate innovative proposals concerning the services sought for. The prospective firms are required to submit their proposals preferably upon performing detailed site survey.

